

23rd ANZAM Conference 2009 'Sustainability Management and Marketing'

1 – 4 December 2009

Crown Promenade Hotel
Southbank [Melbourne]

Peer Reviewed Papers: The conference papers included on this website were double-blind, peer reviewed in accordance with DIISR requirements

Editor: Dr Nicholas Beaumont, Department of Management, Monash University, Victoria

Handbook



MONASH University

SONY.

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ANZAM Welcome

Welcome from the ANZAM President

On behalf of the ANZAM Executive I welcome you to the 23rd ANZAM Conference hosted by the Department of Management, Monash University, Melbourne 2009.

The conference theme this year is both timely and of great significance, not only for our academic disciplines of course, but it also reflects one of the 'great challenges' facing us all in the 21st Century. Keynote presentations by Professor Tim Flannery and Professor Dexter Dunphy will present opportunities for further insights into *Sustainable Management and Marketing*, particularly in respect of their recognised fields of sustainable development and environmental strategy.

Presentations from authors of papers in a program across 16 streams, interactive workshops and poster presentations will provide educators, managers and leaders in all fields of industry and endeavour the opportunity to engage with the conference theme in a responsive and strategic manner.

The academic program this year is further enhanced by a collaborative approach in bringing together the primary professional bodies for management and marketing educators, researchers, students, scholars and practitioners in a combined day of activity.

We look forward to other opportunities for collaboration and interaction with you during the program of social activities including the Happy Hour Welcome, a Cocktail Reception at the National Gallery Victoria and the Conference Dinner.



I thank participants and guests from twenty-four international locations, New Zealand and Australia for their commitment to ANZAM, and hope that you enjoy your stay in the City of Melbourne.

My thanks also go to the Monash Team who have worked in collaboration with the ANZAM Secretariat and Promaco to bring us together for ANZAM 2009.

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Renee Malan

From: onbehalf@scholarone.com on behalf of michelle@promaco.com.au
Sent: Tuesday, 29 September 2009 12:03 PM
To: Renee Malan
Subject: 23rd Annual Australian and New Zealand Academy of Management Conference - Decision on Manuscript ID ANZAM2009-086

Attachments: Attached standard file: - Review ANZAM2009-086 mental models strategic thinking.pdf;
Attached standard file: - Review of Strategic thinking_ANZAM.pdf



- Review



- Review of

'AM2009-086 mentaStrategic thinking...

28-Sep-2009

Dear Mrs. Malan:

Following a process of double-blind peer review, I am pleased to advise that your manuscript entitled "The importance of individual mental models for strategic thinking in organisations." has been accepted in the refereed stream for the 23rd Annual Australian and New Zealand Academy of Management Conference, subject to you addressing the MINOR REVISIONS recommended by the reviewers and included at the foot of this letter for your reference.

Final paper submission date is FRIDAY 2 OCTOBER 2009.

To revise your manuscript, PLEASE FOLLOW THE STEPS BELOW:

1. Log into <http://mc.manuscriptcentral.com/anzam2009> and enter your Author Center, where you will find your manuscript title listed under "Manuscripts with Decisions."

Under "Actions," click on "Create a Revision." Your manuscript number has been appended to denote a revision.

2. You will NOT be able to make revisions on the originally submitted manuscript. Instead, revise your manuscript using a word processing program and save it to your computer.

When the revised manuscript is ready, upload it and resubmit it through your Author Center.

3. When submitting your revised manuscript, to assist with checking, please ensure you clearly outline the changes/revisions made to the original manuscript in the first section - 'View and Respond to Decision Letter'.

PLEASE DO NOT leave tracking in your document.

4. Final papers for publication should include the title, all author details (affiliations, emails) the abstract and keywords.

5. The presenting author* must be indicated with an asterisk.

6. Final papers MUST CONFORM TO THE ANZAM AUTHOR GUIDELINES regarding paper length, layout and spacing. It is important that you edit your paper as necessary, as all final papers will be CHECKED FOR CONSISTENCY.

7. The author must also ensure the paper is complete, grammatically correct and without spelling or typographical errors.

8. IMPORTANT: Your original files will be available to view when you upload your revised manuscript. To avoid any confusion, please DELETE all redundant files before completing the resubmission.

COVER PAGE - Should include title, authors, affiliation, email, abstract, keywords. Title (please ensure that the title is short, simple and conveys the academic focus of the paper clearly). Limit of 200 characters. Abstract (summarise paper including

findings and conclusions, limit 120 words)

BODY OF PAPER - The page limit for paper submission is twelve (12) x A4 pages with double-spaced text, 11-point Times New Roman font.

Note: page limits EXCLUDE the cover page with title, author details, abstract and keywords, references/bibliography and tables/figures (which can be placed at the end of the document OR within the document as preferred).

The two files (cover and paper) will be merged for publication by the system.

9. The paper title and abstract will also be downloaded from within the system. Therefore any edits to your paper title and abstract must also be made in the online version. The full paper will be published in the conference proceedings.

10. Oral presentations will be limited to 15 minutes, plus 5 minutes for questions.

A reminder that as a commitment to attend and support the conference, presenters must complete earlybird registration by FRIDAY 2 OCTOBER 2009.

Online registration and a pdf registration form are currently available at <http://www.anzam.org/conference>

Thank you for your contribution. On behalf of the 23rd Annual Australian and New Zealand Academy of Management Conference, we look forward to receiving your revised paper.

Sincerely

Michelle Ainsworth
Conference Coordinator
on behalf of

Prof. Quamral Alam
Stream Chair, 23rd Annual Australian and New Zealand Academy of Management Conference

Chair Comments to the Author:
(There are no comments)

Reviewer(s)' Comments to Author:

Reviewer: 1
Significance/Importance of the Topic : 1-Poor

Reviewer: 2
Significance/Importance of the Topic : 4-Above Average

Reviewer: 1
Conceptual Foundation / Building on Relevant Literature : 2-Below Average

Reviewer: 2
Conceptual Foundation / Building on Relevant Literature : 5-Excellent

Reviewer: 1
Development of research questions/aims and objectives: 2-Below Average

Reviewer: 2
Development of research questions/aims and objectives: 3-Average

Reviewer: 1
Methodology (may not be relevant for a conceptual paper): 1-Poor

Reviewer: 2
Methodology (may not be relevant for a conceptual paper): N/A

Reviewer: 1
Quality of Analysis/Coherence of Argument : 2-Below Average

Reviewer: 2
Quality of Analysis/Coherence of Argument : 4-Above Average

Reviewer: 1

Relevance of Findings for Theory/Policy/Practice: 2-Below Average

Reviewer: 2

Relevance of Findings for Theory/Policy/Practice: 3-Average

Reviewer: 1

Clarity/Readability: 3-Average

Reviewer: 2

Clarity/Readability: 5-Excellent

Reviewer: 1

Overall Evaluation as a contribution*: 2-Marginal

Reviewer: 2

Overall Evaluation as a contribution*: 4-Good

Reviewer: 1

Strengths of this Paper: : See attachment

Reviewer: 2

Strengths of this Paper: : This paper is very interesting and quite timely. Post GFC, managers and organisations are being encouraged to take a strategic approach to running organisations and to critically revisit many of the strategies that they have used in the past.

This paper has a very sound literature review. The author(s) critically analyse the literature and examine some valuable hypothesis and propositions.

This paper makes a contribution to our understanding and limitations of mental models.

Reviewer: 1

Suggestions for Improving this Paper: See attachment

Reviewer: 2

Suggestions for Improving this Paper: This paper could go further to suggest what might be the affect of the papers conclusions on teaching Strategy and the use of mental models.

Renee Malan

From: onbehalf@manuscriptcentral.com on behalf of michelle@promaco.com.au
Sent: Sunday, 25 October 2009 2:59 PM
To: Renee Malan
Subject: 23rd Annual Australian and New Zealand Academy of Management Conference - Manuscript ID ANZAM2009-086.R1 ACCEPTED

25-Oct-2009

Dear Mrs. Malan:

It is a pleasure to accept your final manuscript entitled "The importance of individual mental models for strategic thinking in organisations." for publication in the 23rd Annual Australian and New Zealand Academy of Management Conference.

Thank you for your contribution. We look forward to welcoming you to ANZAM 2009 in Melbourne, Victoria.

Sincerely
Michelle Ainsworth
Conference Coordinator
on behalf of

Prof. Quamral Alam
Stream Chair, 23rd Annual Australian and New Zealand Academy of Management Conference

WEDNESDAY 2 DECEMBER 2009

0730 - 0830	New ANZAM Members Breakfast – Crown Promenade Mesh Restaurant Level 1										Crown Promenade Mesh Restaurant				
0815 - 0900	Registration										Crown Promenade Foyer Level 2				
	ANZAM/ANZMAC COMBINED PLENARY										Promenade – P1				
0900 - 1000	INTRODUCTION AND WELCOME: ANZMAC and ANZAM Conference Chairs KEYNOTE SPEAKER: Professor Tim Flannery (writer, scientist, explorer and Australian of the Year 2007): <i>Sustainable management and marketing</i> <i>Sponsored by The Office of Environmental Sustainability TOES</i>														
1000 - 1030	Morning Tea – Crown Promenade Foyer Level 2														
	CONCURRENT SESSIONS														
	P2	M1	M2	M4	M10	P3	SPECIAL SESSIONS				M9	M3	M5	M8	M6
CH	Marchegiani, Christopher	Lee, Geoffrey	Steel, Marion	van Zanten, Rob	McQuilken, Lisa	Ouschan, Robyn	M12	P1	M11	M13					
TRACK	Consumer Behaviour I	Consumer Behaviour II	Consumer Behaviour III	Marketing Education	Services Marketing	Sustainable and Social Marketing	SS A	WK C	WK A	WK B	HRM	International Management	Management, Education and Development	Marketing and Communication	Organisational Behaviour
THEME	Emotion	Marketing Communication	CB Online	e-learning II	Conflict and Service Failure	Consumer / Branding	Big Mac5 Symposium: Marketing, the GFC and future sustainability	Sustainable Management and Marketing Practices: An Industry Perspective	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 1:	Gender and careers: women, management training and leadership	Employment – Career & Talent Management	New Evidence from Expatriation and Trade Issues In Asia	Knowledge, Training and Development		Improving Work <i>Sponsored by John Wiley & Sons Australia</i>
1030 - 1050	010 Demystifying customer engagement: toward the development of a conceptual model Hollebeek, Linda	588 You don't get a second chance at a first impression! – assessing the impact of TV-spots on perceived brand personality <u>Heinrich, Daniel</u> ; Hampel, Stefan; Bauer, Hans	586 Socio-psychological drivers of internet transaction behaviour: an empirical analysis Putit, Lennora	417 E-learning practice: a framework for the implementation of online learning Lee, Geoffrey	034 After the horse has left the barn it's too late to close the door: a study of service firms' conflict handling ability <u>Walsh, Gianfranco</u> ; Ndubisi, Nelson; Ibeh, Kevin	365 An evaluation of advertising strategies for anti-hoarding Bowe, Jasha					Z 180 Just a job or a satisfying career? Careers in the aged care industry Clarke, Marilyn	Z 114 Change your mind? A longitudinal study of expatriates' cognitive changes <u>Fee, Anthony</u> ; Lu, Steven; Gray, Sidney	Z 310 Developing expert knowledge in communities of practice <u>Rathnappulige, Sasikala</u> ; Daniel, Lisa	Z 214 Developing a multidimensional scale for measuring network effects at product level <u>Winter, Susanna</u> ; Sundqvist, Sanna	Z 187 Does a positive work environment enhance organisational attachment in University academics? <u>Ferrer, Justine</u> ; <u>Foley, Patrick</u> ; VanGramberg, Bernadine

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	P2	M1	M2	M4	M10	P3	M12	P1	M11	M13	M9	M3	M5	M8	M6
1050 - 1110	264 How thinking styles moderate the attraction effect <u>Mao, Wen;</u> <u>Oppewal, Harme</u>	305 Exploring dimensions of consumer-human brand attachment <u>Ilicic, Jasmina;</u> <u>Webster, Cynthia</u>	611 Personality influences the Mobile Phone Usage <u>Siddiqui, Kamran;</u> <u>Irfan, Awan,</u> <u>Farhan; Hassan,</u> <u>Ahmed; Asad,</u> <u>Munaza; Zaheer,</u> <u>Salman</u>	013 How locus of control influences students' e-satisfaction with self-service technology in Higher Education <u>Chitty, Bill;</u> <u>Ward, Steven;</u> <u>Noble, Terry;</u> <u>Tiangsoongnern, Leela</u>	124 Negative emotions in customers' service experience firms' service recovery in the Norwegian Tourism Industry – measurements models <u>Svari, Sander;</u> <u>Slaten, Terje;</u> <u>Svensson, Goran;</u> <u>Edvardsson, Bo</u>	334 Energy labels: formats and impact on consumption behaviour <u>Gu, Haodong;</u> <u>Morrison, Pamela;</u> <u>Yu, Chongxin</u>	Big Mac5 Symposium: Marketing, the GFC and future sustainability	Sustainable Management and Marketing Practices: An Industry Perspective	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 1:	Gender and careers: women, management training and leadership	Z 350 Middle managerial careers in the 21 st century <u>Jogulu, Uma;</u> <u>Parris, Melissa;</u> <u>Wolfram Cox, Julie</u>	149 You're from where? The influence of distance factors on cross-cultural adjustment <u>Jenkins, Emma;</u> <u>Mockaitis, Audra</u>	239 Developing a knowledge sharing model for the implementation of the learning organization <u>Suwetwattana, kul, Chokchai;</u> <u>VanGramberg, Bernadine;</u> <u>Shee, Himanshu</u>	Z 260 Service dominant logic: is it simply repositioning relationship marketing? <u>Johns, Raechel;</u> <u>Blackman, Deborah;</u> <u>Low, David</u>	Z 231 Eco-careers: expressing green values in working lives <u>Inkson, Kerr;</u> <u>Parker, Polly</u>
1110 - 1130	680 How do men and women process anti-alcohol ads stimulating negative emotions? <u>Becheur, Imene;</u> <u>Valette-Florence, Pierre;</u> <u>Guizani, Haythem</u>	105 Attitude towards TV advertisements: the case of the Bangladeshi tween-agers <u>Razzaque, Mohammed</u>	078 Body beliefs and virtual models <u>Garbarino, Ellen;</u> <u>Rosa, Jose</u>	066 Marketing students' perceptions of online recorded lectures <u>Ho, Henry;</u> <u>Weaver, Debbie</u>	603 Cognitive appraisal processes in service failure situations <u>Surachartkumt, onkun,</u> <u>Jiraporn;</u> <u>Patterson, Paul;</u> <u>McColl-Kennedy, Janet</u>	278 Pursuing status through ethical consumption? <u>Allison, Gareth</u>					Z 488 Reactive or proactive? Universities in action on their ageing academic workforce <u>Larkin, Jacqueline;</u> <u>Neumann, Ruth</u>	Z 140 Cross-cultural competence of the PRC expatriate managers <u>Wang, Dan;</u> <u>Freeman, Susan;</u> <u>Hutchings, Kate</u>	Z 454 Developing leaders through self-directed learning: a conceptual model of self-development <u>Nesbit, Paul</u>	Z 499 Employer branding in Australia: a content analysis of recruitment advertising in the mining and higher education industries <u>Waight, Paul;</u> <u>Chow Jennice</u>	044 Is there any relationship between loneliness, job satisfaction and organizational commitment of migrant workers? <u>Chan, Sow Hup;</u> <u>Qiu, Hua Han</u>

	P2	M1	M2	M4	M10	P3	M12	P1	M11	M13	M9	M3	M5	M8	M6
1130 - 1150	308 Stadium attendance: what kinds of experiences are some spectators looking for when they attend a Rugby Game? An experiential perspective Paterson, Michael; <u>Johnstone, Micael-Lee</u>	396 Consumer socialisation of children: exploring the influence of TV programme content on children's health knowledge, attitudes and behaviour Hawkins, Jacinta; Allison, Gareth	650 Exploring on-line shoppers preferences for Australian and foreign sourced apparel Steel, Marion; Ho, Sheau	063 The value of full-lecture versus summary podcasts for student learning van Zanten, Rob	248 Consumer characteristics and responses after failures of self-service technology Kusumasondja, Sony	587 Brands and labels as sustainability signals Roth, Stefan; Klingler, Manuel; Schmidt, Thomas; <u>Zitzlsperger, David</u>	Big Mac5 Symposium: Marketing, the GFC and future sustainability	Sustainable Management and Marketing Practices: An Industry Perspective	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 1:	Gender and careers: women, management training and leadership	Z 311 Managing the talent of independent contractors in Australia McKeown, Tui	Z 222 The role of unilateral liberalisation in promoting GATS commitment: a case study of Bangladesh commitment in the mobile phone sector <u>Yusuf, Mohammad;</u> Alam, Quamral; Coghill, Ken	Z 172 Continuous learning and employee learning processes: the case of New Zealand small manufacturing firms <u>Coetzer, Alan;</u> Peter, Raja; Vasanthi, Peter	Z 477 Conceptualising personal and historical nostalgia as travel motives <u>Quintal, Vanessa;</u> Asenjo, Carolina; Phau, Ian; Marchegiani, Christopher	Z 116 Raising the profile of depression in the workplace Lawson, Katrina; <u>Rodwell, John;</u> Noblet, Andrew
1150 - 1210	031 Assessing varying intensities of personal nostalgia on emotions Phau, Ian; <u>Marchegiani, Christopher</u>	566 Preferences for TV content genre: what Sydney viewers want <u>Lee, Geoffrey;</u> McGuiggan, Robyn			539 The influence of failure severity and perceived employee effort on consumers' postcomplaint negative WOM intentions in a service guarantee context McQuilken, Lisa	154 The impact of gym users' perceived value of fitness centres on their quality of life perceptions <u>Ouschan, Robyn;</u> Nikola, Meghann	Big Mac5 Symposium: Marketing, the GFC and future sustainability	Sustainable Management and Marketing Practices: An Industry Perspective	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 1:	Gender and careers: women, management training and leadership	Z 023 More than new bottles? Exploring the who and how of talent management in multinational companies <u>McDonnell, Anthony;</u> Hickey, Catriona; Gunnigle, Patrick	Z 052 The impact of a multinational corporation's human resource structure and strategy on the international performance appraisal Maley, Jane	Z 207 Training decision making in software services firms: evidence from India <u>Malik, Ashish;</u> Nilakant, Venkataraman	Z 464 A best practice model for the export of fresh food from Australia to the retail market in Thailand <u>Coath, Emma;</u> Sohal, Amrik	Z 362 Work-life balance: in search of effective strategies <u>Haddon, Barbara;</u> Hede, Andrew
Above sessions break for lunch from 1150 - 1210							Special Sessions continue through to 1230				Above sessions break for lunch at 1210				

CONCURRENT SESSIONS													
	M2	P2	M4	M13	M8	P3	M1	M9	M3	M10	M6	M11	M12
CH	Sutton-Brady, Catherine	Farrelly, Francis	Luck, Edwina	Mort, Gillian	Garma, Romana	Riethmuller, Sam	Garland, Ron						
TRACK	Brand Management	Consumer Behaviour	CSR	Public Sector and Not for Profit Marketing	Services Marketing	Sustainable and Social Marketing	Tourism, Sports and Arts	HRM	International Management	Management Education and Development	Organisational Behaviour	WORKSHOP G	WORKSHOP H
THEME	Cultural and Foreign Branding	Emotions and Generational Issues	Sustainability Applications, Interpretations and Evaluations	Performance and Giving Behaviour	Sustainability and Social Responsibility	Tourism and Customer Choice	Destination and Service Experience		Knowledge Management and HRM in Multinational Enterprises	Curriculum & Design II	Managing Knowledge Sponsored by John Wiley & Sons Australia		
1630 - 1650	579 What's in a name? Asymmetry of foreign branding effects in hedonic versus utilitarian product categories <u>Melnik, Valentyna;</u> Klein, Kristina; Völckner, Franziska	038 Do older consumers differ from younger consumers in their attitudes, information sources and store choice in the Australian clothing retail market? Trinh, Giang	036 Ethical issues that impact on wool apparel purchases <u>Sneddon, Joanne;</u> Lee, Julie; Soutar, Geoff	339 The balanced scorecard as a framework for performance management in the Non profit sector <u>West, Lindy;</u> Quazi, Ali; Davies Doug	055 Sustainable Management and Marketing: A re-evaluation of customer switching behaviour in service industries Newby, Leonce; Ward, Tony	103 Pro-environmental tourists and their views and understandings of 'green' tourism products <u>Bergin-Seers, Sue;</u> Mair, Judith	342 Incentives of international and local hotel chains to invest in congestion-reducing activities within a tourist destination region <u>Minamikawa, Kazumitsu;</u> Ohkita, Kenichi	Z 093 Effects of performance appraisal on attitudinal reactions to workgroups: the mediating role of goal interdependence <u>Chen, Tingting;</u> Wu, Peiguan; Leung, Kwok	Z 474 The role of social capital perceived by subsidiary executives in inter-subsidary knowledge sharing Yamao, Sachiko	Z 280 A sustainable model for a university-industry learning partnership: issues for universities <u>Choy, Sarojni;</u> Delahaye, Brian	Z 027 Knowledge dynamics in communities of practice Perrott, Bruce	Z 100 The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 3: "Organisational Culture and Sustainability"	Z 085 Moving beyond awareness: tips and tactics for creating an inclusive intercultural classroom experience Kenworthy, Amy; Hrivnak, George; Mulligan, Louise; Williams, Marian
	046 Can uncertainty avoidance explain acceptance and rejection of familiar and unfamiliar brands? A cross-cultural research on American and French attitudes Karsaklian, Eliane	108 Exploring gender's differences on generation Y's purchase intentions of prototypical and me-too brands <u>Quintal, Vanessa;</u> Phau, Ian; Sims, Daniel	548 Exploring the issues in sustainable development journal reporting <u>Van Der Meer, Rosemary;</u> Torlina, Luba; Mustard, Jamie	130 Comparison of giving behaviour in Western Australia <u>Shanka, Tekle;</u> Oroz, Ivana	674 Corporate reputation and service firms: which elements impact consumer choice? The impact of corporate reputation on learners' choice of university <u>Botha, Elsamari;</u> Sanders, Ali; Viljoen, Obie	625 Sustainable tourism marketing: what should be in the mix? <u>Pomeroy, Alan;</u> Johnson, Lester; Noble, Gary	704 Co-constructing the museum visitors' experience: a case of two literary museums <u>Thyne, Maree;</u> Hede, Anne-Marie; White, Tabitha	Z 020 Recruitment and selection in the Eastern Monte Carlo: empirical evidence from Macau SAR Kuok, Oi Mei; Chan, Sow Hup	Z 191 Developing knowledge of organisational culture in multinational enterprises <u>Boyle, Brendan;</u> Nicholas, Stephen; Mitchell, Rebecca	Z 281 Undergraduate student aspirations, awareness and knowledge of postgraduate study options: a cross-institutional examination <u>Varhegyi, Melinda;</u> Jepsen, Denise	Z 219 Participating in organizational knowledge sharing: a Saudi Arabian perspective <u>Yeo, Roland;</u> Youssef, Mohamed	Searle, Benn; Griffin, Barbara; Wiggins, Mark; Avery, Gayle; More, Elizabeth (Chair)	✓

Wednesday 2 December 2009

1710 – 1730	<p>025 The universal colour grid: colour research unbiased by verbal labels and prototypical hues <u>Areni, Charles;</u> Sutton-Brady, Catherine</p>	<p>433 The dark side of consumer fanaticism <u>Chung, Emily;</u> Beverland, Michael; Farrelly, Francis; Quester, Pascale</p>	<p>623 Green marketing communities and blogs: mapping consumer's attitudes for future sustainable marketing <u>Luck, Edwina;</u> Giyanti, Ayu</p>	<p>429 Huggers, movers and shakers: legitimising communication actions of nascent social ventures Douglas, Heather; <u>Mort, Gillian</u></p>	<p>509 Customer citizenship behaviours directed at service personnel: what the experts have to say <u>Garma, Romana;</u> Bove, Liliana</p>	<p>525 Forgoing ownership in exchange: customer choice and service-dominant logic <u>Riethmuller, Sam;</u> Buttriss, Gary</p>	<p>072 Strategic marketing practices and business performance in a sport context <u>Garland, Ron;</u> Brooksbank, Roger</p>	<p>Z 334 Assessing motivation in personnel selection: a compound trait approach Fein, Erich</p>	<p>Z 080 HRM readjustment dynamics of an industrial transplant: the case of Toyota in India Jones, Robert; <u>Mathew, Sagi;</u> James, Reynold</p>	<p>Z 065 Stakeholder perspectives on the potential for student consultancy-based projects (SCoP) between a business school and SMEs Jones, Glyndwr; <u>Davey, Janet</u></p>			
1730	Close of Sessions												
1815 - 2030	ANZAM/ANZMAC COMBINED COCKTAIL PARTY							National Gallery of Victoria International, St Kilda Rd					

a) Ruckin b) (Boundary ratio extending the
 netherlands Adm Harvard Analogical reasoning Bself in legs
 the Boxerman & Milken concept

THURSDAY 3 DECEMBER 2009

0700 - 0845	Incoming ANZAM Executive Breakfast Meeting (concludes 0845)	Crown Promenade - M14
0815 - 0900	Registration - Crown Promenade Foyer Level 2	Crown Promenade Foyer Level 2
0900 - 0920	ANZAM Track Award Presentations: 1-8	Promenade - P1

CONCURRENT SESSIONS

Room	M8	M3	M6	M2	M4	M10	M9	M1	M133	M2	M12
Chair											
Theme	02 L&G Leadership: Intangible	04 ESB	06 HRM Research into Unions	07 IM HRM, ER and Teams in Global Organisations	08 MED Curriculum & Design III	10 OB Managing Knowledge <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	13 SM	14 SSM	15 TIM Innovation I	16 OC Theories of Change
0920	145 Benevolent leadership, Leader- Member Exchange (LMX), followers' performance: an extension of leadership theory in a nonprofit organization <u>Chan, Simon</u> ; Mak, Wai-Ming	490 SMEs and environmental practices: barriers and drivers Cassells, Sue; Lewis, Kate	283 Employee well- being and union membership <u>Macky, Keith</u> ; Boxall, Peter	153 Employment relations in global production networks- initiating transfer of practices via union involvement? Fichter, Michael; Helfen, Markus; <u>Sydow, Joerg</u>	103 A role for casuistry in business ethics education? <u>Murphy, Steven</u> ; Weber, Wesley	524 The influence of organisational culture types on tacit knowledge sharing behaviour: a conceptual framework <u>N. Suppiah</u> , <u>Visvalingam</u> ; Sandhu, Manjit Singh	378 Balancing sustainability and effectiveness in emergency response: an initial exploration using content analysis Rooney, Jim; <u>Hughes, Kate</u>	146 Is corporate social responsibility linked with firm performance? An alternative test Galbreath, Jeremy; <u>Shum, Paul</u>	326 Are ethical companies' shares less likely to bought and sold in difficult economic times? <u>Metcalf, Louise</u> ; Benn, Sue	126 Propensity to innovate: driving innovation in a professional services firm <u>Klass, Desmond</u> ; Wood, Margot	167 The attributed emotional intelligence of change leaders: a qualitative study <u>Smollan, Roy</u> ; Patty, Ken ✓
0940	343 Personality influences on the self-leadership practices of vocational college academics Marshall, Glenn; <u>Kiffin-Petersen</u> , <u>Sandra</u> ; Soutar, Geoff	059 Contributions of home-based businesses to regional economic development Wang, Calvin; Walker, Beth; Redmond, Janice; Breen, John	371 Union revitalization with Chinese characteristics? Empirical evidence from professional organiser / leader program Fan, Youqing	183 Moderating influences of team member heterogeneity on patterns of participation and voice: a comparison across individualist and collectivist cultures Bennett, Hady; <u>Wright, Norman</u>	479 Developing critical analysis skills - a challenge for all students Kemp, Sharon	520 The relationship between team coaching and team member learning: a multi- level analysis <u>Pirola-Merlo</u> , <u>Andrew</u> ; Liu, Chin-Yun	139 Managing the complexities of contemporary policing: towards a policy framework based on public value pragmatism Newton, Rebecca; Hughes, Owen	115 The innovative behaviour of employees within a small to medium sized enterprise: a social capital perspective <u>Xerri, Matthew</u> ; Brunetto, Yvonne; Shacklock, Kate	069 Sustainable procurement in the Malaysian public and private sectors McMurray, Adela; Islam, Mazharul; <u>Siwar, Chamhuri</u> ; Fien, John	434 Innovation and learning for sustainable competitive advantage: preliminary findings <u>Matthews, Judy</u> ; Becker, Karen	484 Applying Lewin's change model in the development of a learning organization <u>Wang, Yu-Lin</u> ; Ellinger, Andrea

Thursday 3 December 2009

Theme	02 L&G Leadership: Intangible	04 ESB	06 HRM Workplace Health and Safety	07 IM HRM, ER and Teams in Global Organisations	08 MED Curriculum & Design III	10 OB Managing Knowledge <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	13 SM	14 SSM	15 TIM Innovation I	16 OC Theories of Change	
1000		303 Born-global firms: an examination of their performance Trudgen, Ryan; Freeman, Susan	055 Preventing workplace violence across diverse industry contexts: a framework for workplace violence control Bentley, Tim; <u>Catley, Bevan</u>	136 How may I be of service? Foreign accent adoption in off-shore call centres Bordia, Sarbari	015 Using the jazz metaphor to teach the strategy capstone course Mills, Michael	147 The effect of ethnic diversity and personal identity on expatriate managers Lindsay, Sarah; <u>Freeman, Susan</u>	016 Unrestrained market, subprime crisis, and public intervention Alam, Quamral; Tariquzzaman, ATM; <u>Yusuf, Mohammad</u>	086 The importance of individual mental models for strategic thinking in organizations <u>Malan, Renee</u> ; Erwee, Ronel; Rose, Dennis		406 Innovation adoption and fit, linking R&D and industry Moreland, Hayley; <u>Hyland, Paul</u>	226 Impact of downsizing and restructuring decisions and processes on organisational knowledge and organisational effectiveness: implications for perceived success <u>Sitlington, Helen</u> ; Marshall, Verena	
1020	Morning Tea – Crown Promenade Foyer Level 2											
CONCURRENT SESSIONS												
Room	M8	M3	M7	M6	M9	M4	P3	M1	M10	M2	M5	
Chair												
Theme	02 L&G Leadership: Intangible	04 ESB	05GDO	06 HRM Learning and Development	07 IM Emerging Issues in International Management	08 MED International and Cross Cultural Issues	10 OB Identity and Commitment <i>Sponsored by John Wiley & Sons Australia</i>	13 SM	14 SSM	15 TIM Innovation II	16 OC Theories of Change II	WORKSHOPS
1050	245 An unrecognised power: the influence of folklore on executive leadership McNally, Beverley	025 Defining the born global firm: a review of the literature Bader, Tony; Mazzarol, Tim	184 A model for sustaining an older workforce in local government <u>Swan, Peter</u> ; Wicks, Alison	200 Relations between learning environments, competence development strategies, and learning outcomes in SME's <u>Kock, Henrik</u> ; Ellstrom, Per- Erik	473 An investigation of the influence of nostalgia on tourist destination Asenjo, Carolina; Phau, Ian; Quintal, Vanessa; <u>Marchegiani, Christopher</u>	399 Foreign market entry mode choices in the internationalizati on of higher education institutions Dolles, Harald	321 Individual correlates of organizational commitment and knowledge sharing practices Wong, Anthony; Tong, Canon; <u>Mula, Joseph</u>	175 External intelligence capability as a dynamic capability for achieving superior organizational performance <u>Koh, Hock-Tee</u> ; Hubbard, Graham; Seet, Pi-Shen; Tan, Joo-Seng	164 The limits to sustainability as market strategy: the case of Chicle de Vries, Tineke; Bray, David; <u>Paul, Karen</u>	405 Innovation facilitation within a regional industry cluster Chapman, Ross; Beckett, Ronald; <u>Gertsen, Frank</u>	032 Organizational paths: how history matters in organizations <u>Sydow, Joerg</u> ; Schreyoegg, Georg	

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Theme	02 L&G Leadership: Intangible	04 ESB	05 GDO	06 HRM Learning and Development	07 IM Emerging Issues in International Management	08 MED International and Cross Cultural Issues	10 OB Identity and Commitment <i>Sponsored by John Wiley & Sons Australia</i>	13 SM	14 SSM	15 TIM Innovation II	16 OC Theories of Change II	WORKSHOPS
1110	106 Shared leadership in arts organizations Cray, David; <u>Inglis, Loretta</u>	022 The complex hybrid of transnational scientific entrepreneurship and its role in the global knowledge system Oliver, Amalya; Montgomery, Kathleen	387 Mutual obligations and organisations' family friendly work practices: do they support attraction and retention of parents? <u>Cliffe, Simone</u> ; Lloyd Walker, Beverley; Sims, Rob	229 Developing leadership and management capability for the future of an industry <u>Becker, Karen</u> ; Short, Tom; Stehlik, Tom	481 Academics as part-time marketers in university offshore programs: an exploratory study <u>Poole, David</u> ; Ewan, Craig	452 Cultural differences in attitudes toward plagiarism in undergraduate business students: an empirical investigation Redfern, Kylie; Barnwell, Neil	263 Exploring the motivational process of transformational leadership: the role of individual differentiation and team identification Tse, Herman; Chiu, Warren	227 Intellectual capital: the link to organisational strategy for sustainability <u>Mitchell, Helen</u> ; Viehland, Dennis	072 A systems-based corporate sustainability framework Stubbs, Wendy	235 Innovation in three dimensions: a systems perspective Daniel, Lisa	318 Explaining organizational change through generative mechanisms Buttriss, Gary	
1130	119 Firm performance, corporate governance, and CEO turnover: an empirical studies from China <u>Pi, Lili</u> ; Lowe, Julian; Zhao Chao	329 The paradoxical nature of venture failure: an entrepreneurship learning perspective <u>Gulst, Noga</u> ; Maritz, Alex	102 Financial transitions and turning points for people with Multiple Sclerosis (MS): engaging emotions for a more compassionate organisational response Vickers, Margaret	458 Recognising a neglected human resource: a case study in the management of research education Neumann, Ruth	079 International management research identity, pluralism and interdisciplinarity Michailova, Snejina	213 Harmonising Chinese and Australian approaches to learning in the workplace McWilliams, Alan; Henderson, Fiona	135 Managers' preferences influence their perceptions and commitment to the organization Barnbas, Mary	511 Network rivalry: environmental and network characteristics Galvin, Peter; Davies, Jennifer	328 Climate change policy developments in Australia: a comparison of stern, garnaut, and the carbon pollution reduction scheme <u>Niblock, Scott</u> ; Harrison, Jennifer; Kouzmin, Alexander	317 Exploring technology transfer and new product development through organisational learning in strategic technology alliances <u>Jabar, Juhaini</u> ; Soosay, Claudine	DISCUSSION	

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CONCURRENT SESSIONS													
Room	M5	M8	M3	P2	P3	M4	M7	M1	M10	M12	M9	M6	
Chair													
Theme	01 POM Wisdom Workshop	02 L&G Leaders and Led	04 ESB	06 HRM Work Life Balance	10 OB	10 OB Personality at Work / Co- workers <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	13 SM	14 SSM	15 TIM Innovation III	16 OC Theory and Practice	Pearson Master Class	WORKSHOPS
1330	061 Wisdom, management and moral duties: a Greco-Roman perspective Small, Michael	375 Face values on trust in loyalty and empowerment : a study of managers in China's public sector Wang, Karen; Fang, Yongqing	242 Factors influencing HRM of family firms in China: an empirical study Kim, Youngok; Gao, Fei Yi	021 Flexible work arrangements in higher education: a tale of two groups Paull, Megan; Omari, Maryam; Sharafizad, Fleur	024 Organizational and group antecedents of work group innovativeness in the service sector Nsenduluka, Evaristo; Shee, Himanshu	340 Job embeddedness and turnover: an empirical test with dispositional antecedents Gong, Yuanvuan; Chow, Irene; Li, Weiwen	386 Customer orientation in an Australian public service agency and its effect on public service motives: developing a research study Wood, Christa	528 The internationalization of emerging market firms: a focus on inward-outward linkages and business group experience Ma, Xufei; Lu, Jane; Yiu, Daphne	447 Are SME printers accidental environmentalists? Lawrence, Phillip; Davis, Douglas; Benn, Sue	429 Identifying innovators in the workplace Chapman, Geoffrey; Dadich, Ann; Sloan, Terry	360 Exploring the application of positioning theory to the analysis of organisational change Zelle, Gregor	The use of simulations in management education Ruth, Damian	
1350	376 Special and wise: the paradoxical nature of the representation of women in management Boyle, Maree; Roan, Amanda	396 Thematic analyses of employee perceptions of leadership: further support for the construct of effective leadership within local councils of Australia Muchiri, Michael; Cooksey, Ray	327 Conflict in family firms: moderating role of continuance commitment Sardeshmukh, Shruti	323 The work-life balance psychological contract: making sense of organisational signals Grigg, Kerry; Mayson, Susan; Bardoel, Anne	358 Human resource management in project- based organization: towards an orthogonal approach Bourgeon, Laurent	197 Correlation between personality traits and organisational commitment Tan, EeVon; Jay, Leighton; Taylor, Ruth	492 Nonprofit executive succession: a preliminary model Santora, Joseph; Sarros, James; Seaton, William	070 Intra-firm competition as a strategic option to enhance innovation performance Law, Kuok Kei; Bian, Lin	354 The relationship between environmental performance and environmental disclosure: empirical evidence from Australia Sutantoputra, Aries; Lindorff, Margaret; Prior Jonson, Elizabeth	254 Turning an innovation intention into a reality: the role of champions and external agencies Unsworth, Kerrie; Mazzarol, Tim; Reboud, Sophie	DISCUSSION		

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Theme	01 POM Wisdom Workshop	02 L&G Leaders and Led	04 ESB	06 HRM Work Life Balance	10 OB	10 OB Personality at Work / Co- workers <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	13 SM	14 SSM	15 TIM Innovation III	16 OC Theory and Practice	Pearson Master Class	WORKSHOPS
1410	040 A review of practical confucian wisdom and learning organizations Zhu, Yunxia	385 Transformational leadership and innovation: a moderated mediation model Tse, Herman; Chiu, Warren	141 Perceptions of success and achievement by females and males in small business Hede, Andrew; Sharma, Bishnu; Haddon Barbara	509 Using the theory of planned behaviour to explain work-life balance program utilization <u>Ting, Donald</u> ; Wood, Elliot; Sevastos, Peter	482 448 Fit to multiple contingencies in organizational design: contingency imperative versus equifinality Luo, Ben Nanfeng	325 Personality differences in emotional labour strategy groups <u>Kiffin-Petersen, Sandra</u> ; Jordan, Catherine; Soutar, Geoff	466 Uniquely political: rebuilding resources in opposition Coghill, Ken; <u>Holland, Peter</u> ; Donohue, Ross; Lewis, Colleen	501 A further revision of Stopford and Wells Model for MNC Matrices <u>Qiu, Jane</u> ; Donaldson, Lex	469 Encouraging SMEs to participate in the management of common pool resources <u>Carr, Rodney</u> ; Graham, Mary; Mason, Cecily; Parker, Craig	169 Performance improvement in small new product development firms with effective tool adoption and use de Waal, Gerrit; <u>Knott, Paul</u>	118 Through the practice looking glass: re-viewing workers as practitioners <u>Price, Oriana</u> ; Johnsson, Mary	The use of simulations in management education Ruth, Damian	
1430	144 Collective intelligence, communal mind, and the ecology of wisdom Hays, Jay	353 Gratitude makes the organization go around: followers response to servant leadership <u>Pekerti, Andre</u> ; Sendjaya, Sen; Ayoko, Oluremi	480 Innovativeness perspective on entrepreneurial orientation: developing a conceptual model Dembek, Krzysztof; Sarros, James; Dibben, Mark	277 What a difference a year makes: older workers and the global financial crisis Mountford, Helene	158 Interdisciplinary research: a review of contextual and process factors <u>Siedlok, Frank</u> ; Hibbert, Paul	300 Re-considering type A personality as a risk factor for Angina: interactions with perceived effort-reward imbalance at work <u>Allisey, Amanda</u> ; Rodwell, John; Noblet, Andrew	273 Ethical dilemmas in the governance of nonprofit humanitarian organisations <u>Armstrong, Anona</u> ; Francis, Ronald	071 Adaptation of export marketing strategy in Zimbabwean export firms Sibanda, Khutula; <u>Erwee, Ronel</u> ; Ng, Eric	472 How do Australian small and medium enterprises communicate their corporate social responsibility activities online? <u>Parker, Craig</u> ; Fraunholz, Bardo; Zutshi, Ambika	201 Trends in product innovation: how manufacturing and services blend Killen, Catherine	443 Organisational change: dynamics of culture, learning and resistance to change <u>Jay, Leighton</u> ; Dayaram, Kandy		

West

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Thursday 3 December 2009

CONCURRENT SESSIONS												
Room	M5	M8	M3	M7	P3	M6	M4	M1	M10	M2	M9	
Chair												
Theme	01 POM Wisdom Workshop	02 L&G Leadership and Structures	04 ESB	05 GDO	06 HRM Employment – Retention and Other Issues	10 OB	10 OB Co-workers / Stress and Emotion <i>Sponsored by John Wiley & Sons Australia</i>	13 SM	14 SSM	15 TIM Innovation IV and Supply Chains	16 OC Technology and Change	WORKSHOPS
1540	315 Management education and wisdom: what they can do for promoting sustainable development? Biloslavo, Roberto	043 Utilizing internal corporate governance mechanisms to safeguard investment in China <u>Hu, Helen</u> ; Verhezen, Peter; Tan, Monica	380 Understanding the do-it- yourself investor: a new type of entrepreneur Perrone, Lisa; Vickers, Margaret; Jackson, Debra	257 Do they speak SNAG? Comparing male students' perceptions of workplace communication dilemmas with those of female students and female managers Barrett, Mary	128 An empirical analysis of international staff retention employed by health boards in New Zealand <u>Nel, Pieter</u> ; du Plessis, AJ; Rodrigues, W	182 Browsing and emailing: impact of cyberloafing on work attitudes Lim, Vivien; <u>Chen, Don</u>	209 Unpacking the coworker influence: a moderated mediation model of coworker exchange quality and coworker organizational citizenship behaviour <u>Chen, Zhiyun</u> ; Takeuchi, Riki	249 Dynamic capabilities and the strategy formation process Arndt, Felix; Staber, Udo	309 Advancing CSR performance: evidence from Australian informal work <u>Burchielli, Rosaria</u> ; Delaney, Annie	008 Technological invention to product innovation: a project management approach Ahn, Mark; <u>Zwikaël, Ofer</u> ; Bednarek, Rebecca	237 Why is it so hard to set up systems for sharing electronic health records? A framework for investigating complex sociotechnical change <u>Garrety, Karin</u> ; Dalley, Andrew	
1600	535 Going with the flow: teaching as being, not technique Hays, Martin J	258 Boardroom identities: can independence be 'Cued' in directors? <u>Nicholson, Gavin</u> ; Tunnickliff, Deborah	190 Framework of entrepreneurial orientation and networking: a study of SMEs performance in a developing country Kusumawardha ni, Amie; McCarthy, Grace; Perera, Nelson	431 The effect of race similarity on job applicant attraction and pursuit intentions <u>Ng, Yin Lu</u> ; Bordia, Prashant; Kulik, Carol	068 Multi-skilling in the hotel industry in Taiwan <u>Chen, Li-Cheng</u> ; Wallace, Michelle	506 Online social networking and the creation of new organizational issues Bassi, Mia; Plester, Barbara	192 Mentoring and employee job- reduced stress: an examination of the cultural context on mentoring effects in China <u>Qian, Jing</u> ; Hays, Jay; Chen, George; Lin, Xiaosong	291 Use of virtual communities-of- practice for intra-firm knowledge transfer: barriers to dynamic capability formation <u>Gupta, Ajay</u> ; Soo, Christine; Cordery, John	051 Attitudes of social responsibility: cross-national longitudinal comparisons between managers and non-managers Oliver, Amalya;Factor, Roni; <u>Montgomery, Kathleen</u>	221 FDI and intra- industrial technology spillovers: empirical study on China's manufacturing industries <u>Zhao, Zengyao</u> ; Xu, Tao	259 Enhancing eServices in Australian Local Government: The role of strategic leaders and employee commitment to change <u>Hossan, Chowdhury</u> ; Joiner, Terri; Brown, David	

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Theme	01 POM Wisdom Workshop	02 L&G Leadership and Structures	04 ESB	05 GDO	06 HRM Employment – Retention and Other Issues	10 OB	10 OB Co-workers / Stress and Emotion <i>Sponsored by John Wiley & Sons Australia</i>	13 SM	14 SSM	15 TIM Innovation IV and Supply Chains	16 OC Technology and Change	WORKSHOPS
1620	238 Asking the right questions for a wisdom culture McKenna, Bernard	224 Role ambiguity and nonprofit volunteer board member performance <u>Doherty, Alison</u> ; Hoye, Russell	365 Identifying and measuring motivational factors in conducting network marketing business by Chinese immigrants <u>Dai, Fu</u> ; Teo, Stephen; Wang, Karen	162 Behind the scenes: the hidden power of women in family businesses <u>Hougaz, Laura</u> ; Betta, Michela	067 The retention of software development employees in the IT industry in Taiwan <u>Tseng, Chin-Yao</u> ; Wallace, Michelle	006 The entrepreneur and the bully McKay, Ruth	439 Does HR matter to workers' emotional exhaustion?—an organisational support perspective Yu, Chongxin	278 Knowledge management capability as a source of competitive advantage: an empirical study of Vietnamese enterprises <u>Nguyen, Thi</u> ; Neck, Philip	279 Towards a model of corporate social responsibility (CSR) in the ready made garments (RMG) industry in Bangladesh Haque, Ziaul; Azmat, Fara Presenter Le, Huong	407 Supplier development - capability development and funding: cases from Malaysian automotive industry <u>Abdul Kadir</u> , <u>Kadzrina</u> ; Tam, On; Ali, Hassan	302 A decision support tool for managing organisation change <u>Watters, Robyn</u> ; McGrath, Michael	
1640	DISCUSSION	236 Governance and management interaction in a child care setting Byrne, Suzanne	292 Microcredit and poverty alleviation: advancing understanding of institutions and complementary activity <u>Middleton</u> , <u>James</u> ; Seymour, Richard	444 Multiculturalism at work: cultural convergence between Māori and Chinese in New Zealand the relevance of collectivism, long term orientation and perceptions of time Houkamau, Carla	489 Building a model of community integration and quality of life to address retention problems of GPs (General Practitioners) in rural and remote Australia Verma, Prikshat	225 Bullying in New Zealand's higher education sector: the impact on job satisfaction and performance <u>Thirlwall, Alison</u> ; Haar, Jarrod; Zorn, Ted	418 Exploring the impact of context-specific job stressors on employee work outcomes <u>Teo, Stephen</u> ; Newton, Cameron; Soewanto, Karina	004 Responding to sustainability: a model exploring the impacts of boards of directors and organisational strategic flexibility Galbreath, Jeremy; <u>Nicholson, Gavin</u>	003 Corporate social accounting as stakeholder risk management <u>Greenwood</u> , <u>Michelle</u> ; Van Buren III, Harry	251 The effect of supply chain information integration on logistics integration and firm performance <u>Prajogo, Daniel</u> ; Olhager, Jan	402 The business logic and the enterprise systems ventures — the enterprise system as a political tool Westelius, Alf	
1700	DISCUSSION	DISCUSSION	110 Rural enterprise development through microloans: lessons from Malaysia <u>Chan, Sow Hup</u> ; Abdul Ghani, Mazanah	438 Is that acting or are you just being a nurse: an ethnographic interpretation of nurse managers performing emotional labour <u>Peart, Frances</u> ; Roan, Amanda	417 Does 'fit' matter in nonprofits? Exploring value congruence, role stressors and employee health <u>Newton</u> , <u>Cameron</u> ; Frahm, Jennifer	269 The adoption of strategic marketing: a comparison of New Zealand and Chinese manufacturers Brooksbank, Roger; Taylor, David; <u>Garland, Ron</u>	408 Relationships between safety climate perceptions, personality and employee stress and burnout: modelling the relationships in a healthcare setting Bruning, Nealia; <u>Wilkinson, Nicole</u> ; Irvine-Day, Shelley	046 Competitive and flexible company structures using vertical integration and cooperation: empirical studies of the commercial printing industry Mejtoft, Thomas	198 Reframing occupational health and safety management: a social innovation approach Dawson, Patrick; Zanko, Michael	240 The interaction of internal and external integration and its impact on performance <u>Yang, Hongqiao</u> ; Sun, Linyan; Sohal, Amrik; Li, Gang; Zhao, Li	DISCUSSION	

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	WORKSHOP O	WORKSHOP P	WORKSHOP Q
	M11	M12	M13
1540 - 1720	014 Exploring sustainable firm level productivity in the New Zealand food and beverage sector Renton, Michelle; Campbell, Charles; Daellenbach, Urs; Davenport, Sally; Motion, Judy; Leitch, Shirley; Love, Matene; Bryson, Jane; Haar, Jarrod	095 Human resource management practices of multinational corporations in Australia Burgess, John; McDonnell, Anthony; Stanton, Pauline; Boyle, Brendan; Dowling, Peter	423 Management of innovation research after Cutler: setting the agenda McLoughlin, Ian; Charles, David
1720	Close of sessions		
1845 - 1915	Pre-Dinner Drinks and ANZAM Awards Presentations		Promenade – P1
1915 - late	Conference Dinner		Crown Casino Palladium Ballroom

FRIDAY 4 DECEMBER 2009

0830 - 0900	Registration – Crown Promenade Foyer Level 2						Crown Promenade Foyer Level 2
0900 - 0920	ANZAM Track Award Presentations: 9-16						Promenade – P1
0920 - 1000	KEYNOTE PLENARY: Professor Dexter Dunphy (Distinguished Professor, University of Technology Sydney)						
1000 – 1030	Morning Tea – Crown Promenade Foyer Level 2						
	CONCURRENT SESSIONS						
Room	M9	M2	M1	M3	M8	M4	M6
Chair							
Theme	01 POM	06 HRM The HR Profession	10 OB Managing Conflict / Teams <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	12 RM Research Methods I	14 SSM	15 TIM Project Management and Risk
1030	034 Deadly vision – economic and socially speaking: what future can we build? Fernandes, Manuel	018 Human resource management in TAFE institutes in Australia Smith, Andrew	461 Exploring trust building processes in the face of conflict <u>Ng, Ju Li</u> Ayoko, Oluremi	500 The creation, development and integration of client charters in the Malaysian public sector: a progress report <u>Abdullah, Hazman</u> Mustapha, Raja	345 Should partial least squares be used for analysing psychological constructs? Rouse, Anne	470 Environmental Surroundings and Personal Well-Being in Urban China <u>Nielsen, Ingrid</u> Smyth, Russell	054 The role of projects in organisations – an executive leadership approach Zwikael, Ofer; <u>Smyrk, John</u>

WORKSHOPS

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Theme	01 POM	06 HRM The HR Profession	10 OB Managing Conflict / Teams <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	12 RM Research Methods I	14 SSM	15 TIM Project Management and Risk	WORKSHOPS
1050	012 Language as a force for sustainability and management Miranda, Melville	271 Challenges for human resource practitioners: some empirical evidence of New Zealand organisation's expectations <u>Du Plessis, Andries</u> ; Paine, Sonja; Botha, Christoff	241 Political skill, self monitoring and emotional intelligence as antecedents to organisational retaliatory behaviours <u>Westerlaken, Kristie</u> ; Jordan, Peter; Ramsay, Sheryl; Woods, Peter	286 Governance and goodness in the public arena <u>Wolfram Cox, Julie</u> ; Hughes, Owen; Schapper, Jan; Jones-Ellis, Jennifer; Caillard, Georgina	017 Qualitative and quantitative research published in the International Journal of Human Resource Management, 1998-2007 <u>Grimmer, Martin</u> ; Hanson, Dallas	161 Sustaining a positive approach to the quality of working life: work engagement and work- family enrichment Lewis, Suzan; Brookes, Mick; <u>Mark, Annabelle</u>	078 Risk and trust in cross- sector R&D projects <u>Couchman, Paul</u> ; Fulop, Liz	
1110	430 Sustainability and faddishness in management and in organizational research – raising some fundamentals? Lundin, Rolf	297 Dirty work and the HR profession Rayner, Charlotte; <u>Diurkovic, Nikola</u> ; McCormack, Darcy	460 Process development in project teams and the emergence of team members' conflict and emotions in a virtual environment <u>Ayoko, Oluremi</u> ; Konrad, Alison	121 Managing governance reform in the public sector <u>Ramage, Paul</u> ; Armstrong, Anona	265 Accentuating the positive: developing a qualitative research framework linking complexity theory and appreciative inquiry Ryan, Gould	342 Complexity sciences and business ethics: a different perspective Svensson, Goran; <u>Wood, Greg</u>	440 The role of culture in supply chain risk management in China <u>Chen, Jie</u> ; Sohal, Amrik; Prajogo, Daniel	
1130	261 Meditation and its relationships within the workplace <u>Mansi, Mansi</u> ; McMurray, Adela	437 Employment terrain: how youth construe work, career and family life Dayaram, Kandy; <u>Taylor, Ruth</u> ; Coffey, Jane; Holmes, Kirsten	246 Team communication failure in operating rooms: preliminary findings from an observational study <u>Bryant, Melanie</u> ; Higgins, Vaughan	170 Different views of accountability <u>Kluvers, Ron</u> ; Pillay, Soma	037 Adaptation of quantitative research instrument to Australian nursing practice environment <u>Siddiqui, Nazlee</u> ; Fitzgerald, Anneke	160 Structures, processes and performance of corporate and business ethics in supply chains Svensson, Goran; Wood, Greg	305 Potential dysfunctionality of performance measurement systems in supply chains: a case study of an automobile assembler <u>Gurd, Bruce</u> ; Memon Maqsood	

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Theme	01 POM	06 HRM Other Issues	10 OB Managing Conflict / Teams <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	12 RM Research Methods I	14 SSM	15 TIM Project Management and Risk	WORKSHOP
1150	DISCUSSION	424 A project examining the link between motivation and performance agreements Molineux, John	216 Spillover effects of organizational justice: how perceptions of fair treatment at work influence organisational and community embeddedness, job satisfaction and turnover intentions Cordery, John; Gantor, Josh	234 Public accountability: the perceived usefulness of school annual reports Tooley, Stuart; Hooks, Jill	188 Applying mixed methods research to a cost-benefit analysis Murphy, Lyn; Maguire, William	DISCUSSION	445 The role of hard and soft technologies in improving competitive capabilities: the case of Thailand Khanchanapong, Teerasak; Prajogo, Daniel; Sohal, Amrik	
	WORKSHOP R		WORKSHOP S		WORKSHOP T		WORKSHOP U	
	M11		M12		M13		M10	
1030 - 1210	125 The impact of the psychological contract in executive coaching Salicru, Sebastian; Beames, Colin	036 Translating and disseminating research to those who need to know Dadich, Ann; Fitzgerald, Janna	108 Gatekeeper negotiations: luck, skill or some other magic ingredient Paull, Megan; Fulcher, Patricia			450 MythBusters wanted! Database looking for Academics Shaw, Doug; Parry, Warren; Kirsch, Christina		
1210 - 1310	Lunch – Crown Promenade Foyer Level 2							
1230 - 1400	INSTITUTIONAL MEMBERS DISCUSSION FORUM (1230 – 1400) – M11				M11			
1240 - 1310	Poster Presentations Session 2 – All poster authors to be available with their poster				Foyer Level 2			
	CONCURRENT SESSIONS							
Room	M9	M1	M2	M3	M4	M6	M12	M13
Chair								
Theme	01 POM	100B Teams / Psychological Contract and Justice <i>Sponsored by John Wiley & Sons Australia</i>	12 RM + 03 CMS Research Methods II and Critical Management Studies	13 SM	14 SSM	15 TIM Information Technology	WORKSHOP V	WORKSHOP W
1310	532 The profit imperative and good management practice: re-thinking value inter-relationships Neesham, Cristina	409 The effects of learning behaviours and team contexts on team performance Murray, Peter; Whiteoak, John	372 Research epistemology and methodology: a comparative perspective and the case of Kaupapa Maori research Stablein, Ralph; Panoho, Joy	282 Determinants of enterprise risk management (ERM) adoption among Malaysian companies Wan Daud, Wan Norhayate; Yazid, Ahmad Shukri; Hussin, Mohd Rasid	348 Developing a multi-dimensional scale for ethical decision making: the Managerial Ethical Profile (MEP) Casali, Gian Luca	495 Antecedents of interorganisational IT system (IOS) adoption in food supply chain operations-institutional and relational perspectives Mohezar, Suhana; Soosay, Claudine	122 Healthcare management: progress, problems and solutions Brunetto, Yvonne; Shacklock, Kate; Bartram, Tim; Stanton, Pauline	063 People in infrastructure management symposium Bartlett, Jennifer; Imer, Bernd; Bradley, Lisa; Hyland, Paul; Becker, Karen; Thompson, Robert; Jorgensen, Brad; Browning, Vicki

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Theme	01 POM	10 OB Teams / Psychological Contract and Justice <i>Sponsored by John Wiley & Sons Australia</i>	12 RM + 03 CMS Research Methods II and Critical Management Studies	13 SM	14 SSM	15 TIM Information Technology	WORKSHOP V	WORKSHOP W
1330	525 A Heideggerian perspective on the relationship between care and technique in management, nursing and leadership Segal, Steven	361 Psychological contract breach / fulfilment: the role of procedural and interactional justices Zeidan, Susan	215 Evaluating change in the Australian higher education system: a critical theory perspective <u>Ryan, Suzanne</u> ; Guthrie, James	298 Exploring performance differentials via resource possession and firm capabilities <u>Ngo, Liem</u> ; O'Cass, Aron	041 The principled legal firm: insights into the professional ideals and ethical values of partners and lawyers Winter, Richard	150 The Future of M- commerce: prediction of the adoption of m- commerce in underdeveloped countries using the extended Technology Acceptance Model (TAM) <u>Mizanur, Rahman</u> ; Sloan, Terry; Forghani, Dash	122 Healthcare management: progress, problems and solutions continues	063 People in infrastructure management symposium continues
1350	541 Whitehead and Bakhtin: a process conceptualistaion of leadership Dibben, Mark; Muayyad, Jabri	077 Creating and fulfilling psychological contracts: the role of manager personality and organisational context <u>Metz, Isabel</u> ; Kulik, Carol; Cregan, Christina; Brown, Michelle	230 Mutual disappointments: the relationship between Auckland temporary staffing agencies, their client organisations and temporary clerical workers <u>Handy, Jocelyn</u> ; Davy, Doreen; Gardner, Dianne	459 Path dependency in strategic human resource management: a case study in Victorian electricity generation Webber, Wendy	268 Dealing with corruption/bribery in a host country Roy, Achinto Presented by Greg Wood	463 Taxonomy of IT outsourcing decision models <u>Westphal, Peter</u> ; Sohal, Amrik		
1410	544 Autonomy, autarkeia, autarchy and anarchy: what do we need in business organisations? Tsahuridu, Eva	DISCUSSION	DISCUSSION	DISCUSSION	137 Guanxi and corruption: a continuum and model <u>Ong, Xander</u> ; Freeman, Susan	441 Dispatching policy selection and orbit design in the low viaduct rail transportation system <u>Ding, Yizhong</u> ; Xiaolong, Han		
1400 - 1450	INSTITUTIONAL MEMBERS MEETING (1400 – 1450) – M11					M11		
1430 - 1500	Closing Ceremony and Overview of the 2010 ANZAM Conference					Promenade – P1		
1500	CONFERENCE CONCLUDES							



Sustainable Management and Marketing



MONASH University
Business and Economics
Department of Management

ANZAM PROVISIONAL PROGRAM 2009

2009 TRACK CHAIRS

POM	1. Philosophy of Management	Assoc Prof Mark Dibben and Dr Cristina Neesham	M&C	9. Marketing and Communication	Assoc Prof Andrew Parsons
L&G	2. Leadership and Governance	Dr Sen Sendjaya	OB	10. Organisational Behaviour	Prof Mary Barrett
CMS	3. Critical Management Studies	Prof Gabriel Donleavy	PSN	11. Public Sector and Not-for-Profit*	Assoc Prof Ken Coghill
ESB	4. Entrepreneurship, Small Business and Family Enterprise	Prof Udo Staber	RM	12. Research Methods*	Prof Ray Cooksey
GDO	5. Gender and Diversity in Organisations	Prof Glenda Strachan and Dr Erica French	SM	13. Strategic Management	Dr Quamrul Alam
HRM	6. HR Management and Development	Dr John Molineux	SSM	14. Sustainability and Social Issues in Management*	Assoc Prof Greg Wood
IM	7. International Management*	Assoc Prof Katherine Hutchings	TIM	15. Technology, Innovation and Supply Chain Management*	Dr Nicholas Beaumont
MED	8. Management Education and Development*	Assoc Prof Anne Ross-Smith	OC	16. Organisation Change	Dr Melanie Bryant

*Tracks of interest to both ANZAM and ANZMAC

MONDAY 30 NOVEMBER 2009

0845	Doctoral Colloquium Workshop Registration	Victoria University, Melbourne CBD
0900	Doctoral Colloquium Workshop commences at the Victoria University, Melbourne CBD	
1700	Workshop Day 1 concludes	

TUESDAY 1 DECEMBER 2009

0900	Doctoral Student Workshop continues at the Victoria University, Melbourne CBD	Victoria University, Melbourne CBD
1230	Outgoing ANZAM Executive Meeting (concludes 1630)	Crown Promenade – Executive Boardroom
1645	Conference Registration commences – Crown Promenade Foyer Level 2	Crown Promenade Foyer Level 2
1800	Welcome Happy Hour - Crown Promenade Foyer Level 2	Crown Promenade Foyer Level 2
1930	Free evening	

**SUSTAINABLE
MANAGEMENT
AND MARKETING**

ANZAM ☆ ☆ ☆ ☆ ☆
23rd ANZAM Conference

Crown Promenade Hotel

1-4 December 2009

 **MONASH UNIVERSITY**
Business and Economics
Department of Management

ISBN: 1 86308 157 7

COMBINED ANZMAC/ANZAM CONFERENCE PROGRAM 2009

1

ANZMAC Track	Track Chairs	ANZMAC Track	Track Chairs
1. B2B marketing	Sharon Purchase and Catherine Sutton-Brady	10. Relationship Marketing	Michael Beverland and Adam Lindgreen
2. Brands and Brand Management	Deon Nel and Leyland Pitt	11. Research Methods*	Fely Evangelista and Rita Di Mascio
3. Consumer Behaviour	Suzan Burton, David Bednell and Ken Hyde	12. Retailing, Pricing & Personal Selling	Aron O'Casey and John Cadogan
4. Corporate Social Responsibility & Ethics	Michael Polonsky and Janet Hoek	13. Services Marketing*	Meredith Lawley, Sandra Gountas and Steve Baron
5. International Marketing*	Stephen Saunders and Ian Phau	14. Strategic Marketing	Mark Farrell and Albert Caruana
6. Marketing Communications*	Gayle Kerr and Doug West	15. Supply Chain Management, Logistics & e-business*	Hugh Pattinson and David Low
7. Marketing Education*	Cathi McMullen and Glenn Pearce	16. Sustainable & Social Issues in Marketing*	Wayne Binney and Matthew Wood
8. Marketing Metrics & Modelling	Malcolm Wright and Thomas Salzberger	17. Tourism, Sports & Arts Marketing*	Greg Kerr and Sara Dolnicar
9. Public Sector & Not-For-Profit Marketing*	Gillian Sullivan Mort and Adrian Sargeant		

* Tracks of Interest to both ANZAM and ANZMAC

** ANZMAC Best Papers

Presenting author (where known) is underlined

ANZAM Track	Track Chairs	ANZAM Track	Track Chairs
POM 1. Philosophy of Management	Mark Dibben and Dr Cristina Neesham	M&C 9. Marketing and Communication	Andrew Parsons
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ESB 4. Entrepreneurship, Small Business and Family Enterprise	Udo Staber	RM 12. Research Methods*	Ray Cooksey
GDO 5. Gender and Diversity in Organisations	Glenda Strachan and Dr Erica French	SM 13. Strategic Management	Quamrul Alam
HRM 6. HR Management and Development	John Molineux	SSM 14. Sustainability and Social Issues in Management*	Greg Wood
IM 7. International Management*	Katherine Hutchings	TIM 15. Technology, Innovation and Supply Chain Management*	Nicholas Beaumont
MED 8. Management Education and Development*	Anne Ross-Smith	OC 16. Organisational Change	Melanie Bryant

ANZAM PROGRAM - TUESDAY 1 DECEMBER 2009

0900	Doctoral Student Workshop continues at the Victoria University, Melbourne CBD	Victoria University, Melbourne CBD
1230	Outgoing ANZAM Executive Meeting (concludes 1630)	Crown Promenade
1645	Conference Registration commences - Crown Promenade Foyer Level 1	Crown Promenade Foyer Level 1
1800	Welcome Happy Hour - Crown Promenade Foyer Level 1	Crown Promenade Foyer Level 1
1930	Free evening	

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WEDNESDAY 2 DECEMBER 2009 - ANZMAC / ANZAM PROGRAM

0730 - 0830		New ANZAM Members Breakfast – Crown Promenade Foyer Level 1 (outside M1-M4)										Crown Promenade Foyer Level 1					
0815 - 0900		ANZAM Registration										Crown Promenade Foyer Level 1					
		ANZAM/ANZMAC COMBINED PLENARY										Promenade Ballroom - P1					
0900 - 1000		INTRODUCTION AND WELCOME: ANZMAC and ANZAM Conference Chairs KEYNOTE SPEAKER: Professor Tim Flannery (writer, scientist, explorer and Australian of the Year 2007); Sustainable management and marketing Sponsored by The Office of Environmental Sustainability TOES															
1000 - 1030		Morning Tea – Crown Promenade Foyer Level 1															
		CONCURRENT SESSIONS															
		P2	M1	M2	M4	M10	P3	SPECIAL SESSIONS				M9	M3	M5	M8	M6	
CH		Marchegiani, Christopher	Lee, Geoffrey	Steel, Marion	van Zanten, Rob	McQuilken, Lisa	Ouschan, Robyn	M12	P1	M11	M13	Andrew Smith	Nick Stone	Doug Davis		Charmine Hartel	
TRACK		Consumer Behaviour I	Consumer Behaviour II	Consumer Behaviour III	Marketing Education	Services Marketing	Sustainable and Social Marketing	SS A	WK C	WK A	WK B	HRM	International Management	Management, Education and Development	Marketing and Communication	Organisational Behaviour	
THEME		Emotion	Marketing Communication	CB Online	e-learning II	Conflict and Service Failure	Consumer / Branding					Employment – Career & Talent Management	New Evidence from Expatriation and Trade Issues in Asia	Knowledge, Training and Development		Improving Work Sponsored by John Wiley & Sons Australia	
1030 - 1050	Demythifying customer engagement: toward the development of a conceptual model Hollebeek, Linda	You don't get a second chance at a first impression! – assessing the impact of TV-spots on perceived brand personality Heinrich, Daniel; Hampel, Stefan; Bauer, Hans	Socio-psychological drivers of internet transaction behaviour: an empirical analysis Punit, Lennora	E-learning practice: a framework for the implementation of online learning Lee, Geoffrey	After the horse has left the barn it's too late to close the door: a study of service firms' conflict handling ability Walsh, Gianfranco; Ndubisi, Nelson; Iboh, Kevin	An evaluation of advertising strategies for anti-hoarding Bowe, Jascha	Big Macs Symposium: Marketing, the GFC and future sustainability	Sustainable Management and Marketing Practices: An Industry Perspective	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposium series on Leadership and Sustainability: Session 1:		Gender and careers: women, management training and leadership		Just a job or a satisfying career? Careers in the aged care industry Clarke, Marilyn	Change your mind? A longitudinal study of expatriates' cognitive changes Fee, Anthony; Lu, Steven; Gray, Sidney	Developing expert knowledge in communities of practice Rathinapoulis, Siskaly; Daniel, Lisa	Developing a multidimensional scale for measuring network effects at product level Winter, Susanna; Sundqvist, Sanna	Does a positive work environment enhance organisational attachment in University academics? Ferrer, Justina; Foley, Patrick; VanGramberg, Bernadine
1050 - 1110	How thinking styles moderate the attraction effect Mao, Wen; Oppewat, Harrie	Exploring dimensions of consumer-human brand attachment Ilicic, Jasmina; Webster, Cynthia	Personality influences the Mobile Phone Usage Siddiqui, Kamran; Mirza, Farhan; Hassan, Ahmed; Asad, Munaza; Zaher, Salman	How locus of control influences students' e-satisfaction with self-service technology in Higher Education Chiny, Bill; Ward, Steven; Noble, Terry; Triangsoongnern, Leela	Negative emotions in customers' service experience firms' service recovery in the Norwegian Tourism Industry – measurements models Svari, Sander; Slatten, Terje; Svensson, Goran; Edvardsson, Bo	Energy labels: formats and impact on consumption behaviour Gu, Haodong; Morrison, Pamela; Yu, Chongxin							Middle managerial careers in the 21 st century Jogulu, Uma; Parris, Melissa; Wolfram Cox, Julie	You're from where? The influence of distance factors on cross-cultural adjustment Jenkins, Emma; Mockaitis, Audra	Developing a knowledge sharing model for the implementation of the learning organization Suwattanasakul, Chokchai; VanGramberg, Bernadine; Shee, Himanshu	Service dominant logic: is it simply repositioning relationship marketing? Johns, Rachel; Blackman, Deborah; Low, David	Eco-careers: expressing green values in working lives Inkson, Kerr; Parker, Polly

	P2	M1	M2	M4	M10	P3	SPECIAL SESSIONS				M9	M3	M5	M8	M6
CH	Marchegiani, Christopher	Lee, Geoffrey	Steel, Marion	van Zanten, Rob	McQuiken, Lisa	Ouschan, Robyn	M12	P1	M11	M13	Andrew Smith	Nick Stone	Doug Davis		Charmine Hartel
TRACK	Consumer Behaviour I	Consumer Behaviour II	Consumer Behaviour III	Marketing Education	Services Marketing	Sustainable and Social Marketing	SS A	WK C	WK A	WK B	HRM	International Management	Management, Education and Development	Marketing and Communication	Organisational Behaviour
THEME	Emotion	Marketing Communication	CB Online	e-learning II	Conflict and Service Failure	Consumer / Branding					Employment – Career & Talent Management	New Evidence from Expatriation and Trade Issues in Asia	Knowledge, Training and Development		Improving Work
1110 - 1130	How do men and women process anti-alcohol ads stimulating negative emotions? Becheur, Imene; Valette-Florence, Pierre; Guizani, Haythem	Attitude towards TV advertisements: the case of the Bangladeshi tween-agers Razzaque, Mohammed	Exploring on-line shoppers preferences for Australian and foreign sourced apparel Steel, Marion; Ho, Sheau	Marketing students' perceptions of online recorded lectures Ho, Henry; Weaver, Debbie	Cognitive appraisal processes in service failure situations Surachardkumolnukun, Jitaporn; Patterson, Paul; McColl-Kennedy, Janet	Pursuing status through ethical consumption? Allison, Gareth	Big Mac5 Symposium: Marketing, the GFC and Future Sustainability	Sustainable Management and Marketing Practices: An Industry Perspective	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 1: Sustainable Management and Marketing Practices: An Industry Perspective	Gender and careers: women, management training and leadership	Reactive or proactive? Universities in action on their ageing academic workforce Larkin, Jacqueline; Neumann, Ruth	Cross-cultural competence of the PRC expatriate managers Wang, Dan; Freeman, Susan; Hutchings, Kate	Developing leaders through self-directed learning: a conceptual model of self-development Nesbitt, Paul	Employer branding in Australia: a content analysis of recruitment advertising in the mining and higher education industries Wright, Paul; Chow, Jennice	Is there any relationship between loneliness, job satisfaction and organizational commitment of migrant workers? Chan, Sow Hong; Qiu, Hua Han
1130 - 1150	Stadium attendance: what kinds of experiences are some spectators looking for when they attend a Rugby Game? An experiential perspective Paterson, Michael; Johnstone, Michael-Lee	Consumer socialisation of children: exploring the influence of TV programme content on children's health knowledge, attitudes and behaviour Hawkins, Jacinta; Allison, Gareth		** The value of full lecture versus summary podcasts for student learning van Zanten, Rob	Consumer characteristics and responses after failures of self-service technology Kusumasondaja, Seny	Brands and labels as sustainability signals Roth, Stefan; Klingler, Manuel; Schmidt, Thomas; Ziesinger, David					Managing the talent of independent contractors in Australia McKeown, Tui	The role of unilateral liberalisation in promoting GATS commitment: a case study of Bangladesh commitment in the mobile phone sector Yusuf, Mohammad; Alam, Guamrat; Coghill, Ken	Continuous learning and employee learning processes: the case of New Zealand small manufacturing firms Coetzee, Alan; Peter, Raj; Vasanthi, Peter	Conceptualising personal and historical nostalgia as travel motives Quinlan, Vanessa; Aenejo, Carolina; Phau, Ian; Marchegiani, Christopher	Raising the profile of depression in the workplace Lawson, Katrina; Rodwell, John; Noblet, Andrew
1150 - 1210	Assessing varying intensities of personal nostalgia on emotions Phau, Ian; Marchegiani, Christopher	Preferences for TV content genre: what Sydney viewers want Lee, Geoffrey; McGuigan, Robyn			** The influence of failure severity and perceived employee effort on consumers' postcomplaint negative WOM intentions in a service guarantee context McQuiken, Lisa	The impact of gym users' perceived value of fitness centres on their quality of life perceptions Ouschan, Robyn; Nikols, Meghann					More than new bottles? Exploring the who and how of talent management in multinational companies McDonnell, Anthony; Hickey, Catriona; Gunnigle, Patrick	The impact of a multinational corporation's human resource structure and strategy on the international performance appraisal Moley, Jane	Training decision making in software services firms: evidence from India Malik, Ashish; Nalakant, Venkataraman	A best practice model for the export of fresh food from Australia to the retail market in Thailand Coath, Emma; Sohal, Annik	Work-life balance: in search of effective strategies Haddon, Barbara; Heide, Andrew

Above sessions break for lunch from 1150 - 1210

Special Sessions continue through to 1230

Above sessions break for lunch at 1210

SPECIAL SESSIONS AND WORKSHOPS

Venue	M12	P1	M11	M13
1030 - 1230	SS A: SPECIAL SESSION Big Mac5 Symposium Marketing, the GFC and future sustainability Participants: Suzanne Beckmann, Copenhagen Business School Denise Conroy, University of Auckland Tim Deviney, AGSM Andreas Falkenberg, University of Agder, Norway Gary Lilien, Penn State University Daniel Trier, ESSEC Business School Paris-Singapore Chair: Rob Lawson	WK C: INDUSTRY PANEL Sustainable Management and Marketing Practices: An Industry Perspective Participants: Richard Mason, Metro Trains Melbourne Nick Savadits, Elko Fair Trade Pat McCafferty, Yarra Valley Water Bob Beaumont, AusIndustry John Holloway, Direct Selling Union of Australia Graham Bradley, Australian Business Council TBC Kerry Schrank, PriceWaterhouseCoopers TBC Chair: Max Coulthard	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 1: "Sustainable Leadership and Global Responsibility" Jones, Grant; Avery, Gayle; Bissett, Rosemary; Ross, Don Chair: Mona, Elizabeth	Gender and careers: women, management training and leadership Connell, Julia; Ryan, Suzanne; Ross-Smith, Anne; Pullen, Alison

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Lunch Break – Crown Promenade Foyer Level 1

ANZMAC – INSTITUTIONAL MEMBERS LUNCH: 1215 – 1315 – P1

CONCURRENT SESSIONS

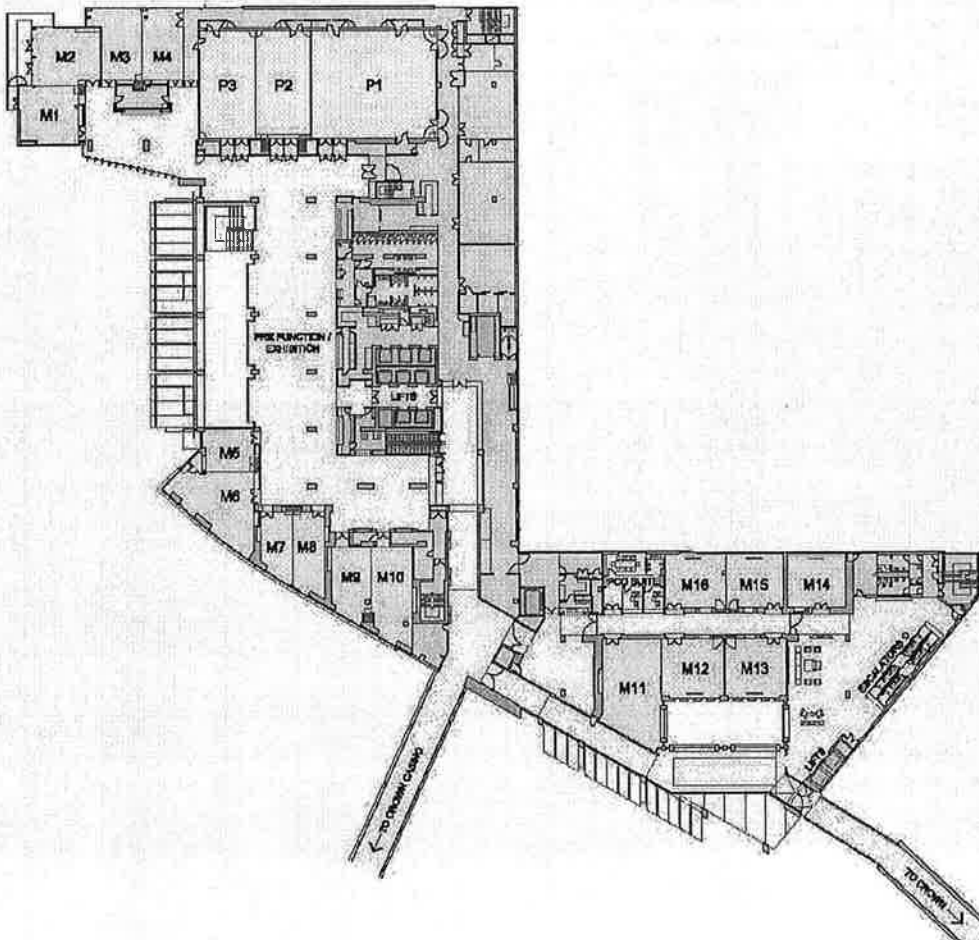
TRACK	Lunch continues until 1330					SPECIAL SESSIONS					P2	M3	M10	M9	M6
THEME	M2	M7	M1	M5	P3	SS B	SS C	WK D	WK E	WK F	HRM	International Management	Marketing Education and Development	Marketing and Communication	Organisational Behaviour
CH	Grace, Debra	Quaddus, Mohammed	Knight, John	Emerson, Alastair	Pettigrew, Simone						Performance Management and Psychological Contract	Cultural Influences on Managing and Researching in Asia	Curriculum & Design I		Managing in Special Environments
1310 - 1330	Brand Management Brand Personality and Brand Extension	Consumer Behaviour I Diffusion of Innovations	Consumer Behaviour II Social Marketing and Values	Public Sector and Not for Profit Public Service and Internal Marketing	Sustainable and Social Marketing Alcohol	Reviewers role in the academic process The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability Broadening our horizons: exploring the work of ten educational theorists and their potential contributions to the scholarship and practice of management education	Management and marketing research in China	Karen Becker	Nick Stone	Paul Nesbitt	A career stage perspective to employees' preferred psychological contract inducements Low, Chin Heng; Bordia, Prashant	Curse of the constructs: assessing intercultural effectiveness Stone, Nick	The "Global Project": embedding global skill sets within management curriculum Cameron, Roslyn	Socially responsible behavior in socially protean context: how fundamental attribution error influence ethical consumer behaviour Yu, Chongon; Gu, Handong	Exploring the causes of nurses' intent to leave the job: a Taiwanese perspective Hung, Jia-Yi; Wong, Ho Yin
1330 - 1350	Vertical brand extensibility: a conceptual framework Pontes, Nicolas; Javors, Colin	Understanding the impact of environmental uncertainty on efficiency performance indicator of Thai rice millers Thongratana, Phalcharoen; Jie, Ferry; Perera, Nelson	Mini-sizing consumption or whetting the appetite? Managerial insights on sachet marketing strategies of consumer goods companies Sy-Changco, Joseph; Pomplakapan, Chantika; Singh, Ramendra	Developing a local government marketing model Gardiner, Michael	The unique influences of university students' satisfactory and dissatisfactory high risk drinking experiences on their readiness to change Baird, Michael; Ouschan, Robyn; Phau, Ian										
											Employee participation as a moderator on the high performance work systems and the perception of quality of care relationship in a large regional Australian health service Bartram, Timothy; Casimir, Gian; Leggat, Sandra; Stanton, Pauline; Robins, Dimitra; Cheng, Cindy	Knowledge transfer and the traditional expatriate assignment: a literature review and future research directions Salleh, Noorziyah; Fisher, Greg; Nankervis, Alan	Empirical evidence for the efficacy of coaching: a field test using a Solomon four-group design Fisher, Melanie; Wood, Elliot	Consumer cognitive responses towards types of nostalgic appeals in advertising Marchegiani, Christopher; Phau, Ian	HR practices and employee outcomes: a study of job satisfaction and organisational commitment in Taiwanese nursing Hung, Jia-Yi; Timo, Nils

	M2	M7	M1	M5	P3	SPECIAL SESSIONS					P2	M3	M10	M9	M6
TRACK	Brand Management	Consumer Behaviour I	Consumer Behaviour II	Public Sector and Not for Profit	Sustainable and Social Marketing	M11	M12	M13	M8	M4	HRM	International Management	Marketing Education and Development	Marketing and Communication	Organisational Behaviour
THEME	Personality and Brand Extension	Diffusion of Innovations	Social Marketing and Values	Public Service and Internal Marketing	Alcohol						Performance Management and Psychological Contract	Cultural Influences on Managing and Researching in Asia	Curriculum & Design I		Managing in Special Environments Sponsored by John Wiley & Sons Australia
1350 - 1410	The diffusion effects of a line extension on the brand portfolio <u>Glynis Mark Sandhaug, Lars</u>	The diffusion of information technology applications in Malaysia's foodservice industry <u>Jamali, Ahmad Fareed; Murphy, Jamie; Chern, Boo; Huey, Sambasivam, Murali</u>	The portion-size effect: the impact of increasing portion-size options on food consumption volume <u>Lei, Jing; Gill, Tripat</u>	The impact of isomorphic pressures on the development of organisational service orientation in public services <u>Coenraets, Barbara; Marck, Michael</u>	Critical social marketing: assessing the impact of alcohol marketing on youth drinking <u>Gordon, Ross; Harris, Fiona</u>	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposium series on Leadership and Sustainability Broadening our horizons: exploring the work of ten educational theorists and their potential contributions to the scholarship and practice of management education	Reviewers role in the academic process		Marketing during a recession	Management and marketing research in China	Performance appraisal: cyclical causes and consequences <u>Brown, Michelle; Kralmer, Maria; Bratton, Virginia</u>	Beware of different Guard measurements when doing research in China <u>Lalhm, Gwendolyn; Gordon, Raymond</u>	Why do business students drop out? Evidence from first, second, and third year students <u>Wilcoxson, Lesley</u>	Exploratory study into the use of the web as a marketing tool by arts organisations in Vietnam <u>Le, Huong; Sargent, Jason</u>	Protein careers and the performing arts: antecedents for intrinsic motivation <u>Fernandes, Sophie; Chalot, Christopher</u>
1410 - 1430	The impact of brand personality and marketing communications on brand equity: an exploratory segmentation approach <u>Kutani, Haythem; Valette-Florence, Piere; Becheur, Imane</u>	Technology commercialisation mapping in a developing country: Indonesian case study <u>Dhawan, Wawan; Ummam, Khamdan</u>	Towards the development of a Personal Values Importance Scale (PVIS) - application in education <u>Kopani, Fous</u>	Keys to relational competence in internal marketing <u>Carter, Leanne; Gray, David; Murray, Peter</u>	** The influence of reference groups on alcohol consumption: a tri-country, social marketing study of young women <u>Raciti, Maria; O'Hara Rebecca; Harker, Debra; Harker, Michael; Sharma, Bishnu; Reinhard Karic; Davies Fiona</u>						Teaching survey evaluations scores and a lecture's direct control of their performance: an empirical investigation <u>Foley, Patrick; Missis, Ann</u>	Negotiating with the Chinese: the role culture and emotions in Sino-Australian business relationships <u>Ms. Ruby Hartel, Charmine</u>	Integrating disciplinary knowledge and generic skills development in management education <u>Hanson, James</u>	Innovation, marketing, banking and economic progress: a structural equation modelling approach to consumer savings and investment behaviour in Vietnam <u>Andrew, Williams Stockport, Gary; Penyer, Chris</u>	Setting the scene: psychological contract and an assessment of personality traits in the dance industry <u>Stanway, Alicia; Bordia, Sarban</u>
1430 - 1450	Assessing the fit of two brand personality scales in a Chinese context and revisiting the predictive validity of two methods of measuring self-congruity <u>Jie, Yun; Chou, Ting-jui; Li, Fanglang</u>	Adoption of e-commerce by the SMEs in Bangladesh: the effects of innovation characteristics and perceived risk <u>Azam, Md. Shah; Quaddus, Mohammed</u>	Materialistic tendencies: materialism and psychological well-being in an Australian adult sample <u>Windschit, Lydia; MacDermott, Sean</u>	Approaching museum shop marketing from a strategic perspective <u>Bubur, Hanale; Krassmuller, Monika</u>	The salience of vomiting in teenagers: binge drinking intentions <u>Pestonow, Simon; Pescud, Melanie; Jarvis, Wade; Webb, Dave</u>						The mediating mechanism between psychological contract breach and work-related outcomes: a conceptual framework <u>Perera, Hasuli; Chew, Elaine Yin Teng</u>	Culture-level and individual-level individualism-collectivism as an antecedent of conversational indirectness and its implications for international management: evidence from US vs Thailand <u>Chaidaroon, Suwichit; Polyoart, Kawpong; Kazuya, Hara</u>	Improving the student group work experience through 'team-building' <u>Vickroy, Jay Hunter, James</u>	The mediating effects of perceived quality and risk on purchase intentions between prototypical and me-too brands <u>Quynh, Vanessa; Phau, Ian; Sims, Daniel</u>	The influence of individual factors, supervision and work environment on creative self-efficacy <u>Chong, Eric; Ma, Xiaofang</u>

M2		M7	M1	M5	P3	SPECIAL SESSIONS					P2	M3	M10	M9	M6
TRACK	Brand Management	Consumer Behaviour I	Consumer Behaviour II	Public Sector and Not for Profit	Sustainable and Social Marketing	M11	M12	M13	M8	M4	HRM	International Management	Marketing Education and Development	Marketing and Communication	Organisational Behaviour
THEME	Personality and Brand Extension	Diffusion of Innovations	Social Marketing and Values	Public Service and Internal Marketing	Alcohol	Marketing during a recession	Reviewers role in the academic process	The Institute for Sustainable Leadership (ISL) 2009 ANZAM Symposia series on Leadership and Sustainability	Broadening our horizons	Management and marketing research in China	Performance Management and Psychological Contract	Cultural Influences on Managing and Researching in Asia	Curriculum & Design I	Marketing and Communication	Managing in Special Environments <i>Sponsored by John Wiley & Sons Australia</i>
1450 - 1520	Exploring brand extensions in the context of franchising <u>Weaven, Scott, Grace, Debra, Jones, Ryan</u>		Consumer scapegoating in the 2008 Chinese milk contamination crisis <u>Knight, John, Gao, Hongzhi, Zhang, Horoda</u>	Managing the tensions in marketing military heritage as visitor attractions <u>Emerson, Alastair, Cardow, Andrew, Gunaratne, Asoka</u>	The role of culture-driven norms and group norms for team development in global teams <u>Kohler, Tine</u>						The benefit of hindsight <u>Crossman, Joanna, Bordia, Sarbari</u>	Global strategies for social product consumption: Identifying the socially-conscious consumer <u>Auger, Pat, Darvinney, Timothy, Louviere, Jordan</u>	Up to scratch? The effects of running home compliance and staff ratios on medication errors, resident care and emotional exhaustion <u>Sarcent, Leisa, Allen, Belinda, Hanna, Victoria, Harley, Bill</u>		
SPECIAL SESSIONS AND WORKSHOPS															
Venue	M12			M12			M13			M8			M4		
1310 - 1520	Marketing during a recession Participants: Wagner Kamakura Duke University- The Fuqua School of Business Harmen Oppewal Monash University John Roberts ANU and London Business School Chair: Harald Van Heerde			Reviewers role in the academic process Participants: Ray Cooksey, Prof of Mgt & Acting Pro Vice-Chancellor (Res), Uni of New England, (Editor, Jnl of Mgt & Orgn), Helen DeCien, Professor of Management, Monash University (Iale Editor, Human Resource Management) Janet Hoek, Professor of Marketing, University of Otago Lester W Johnson, Professor of Management (Marketing) The University of Melbourne (Editor Australasian Marketing Journal). Chair: Michael Jay Polonsky			The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 2: 'Challenging business paradigms: Educating for Sustainability' Kramer, Robyn, Young, Suzanne; Bolton, Dianne, Butt, Lorne; More, Elizabeth (Chair)			Broadening our horizons: exploring the work of ten educational theorists and their potential contributions to the scholarship and practice of management education Kenworthy, Amy; Hirivnak, George			Management and marketing research in China Zhu, Cherie; Mavondo, Felco; Chen, Guojian; Chen, Weizheng; Lu, Yilin; Dowling, Peter, DeCen, Helen		
1515 - 1520	ANZAM/ANZMAC COMBINED PLENARY														
1520 - 1600	ADDRESS from the Governor of Victoria, Professor David de Kretser, AC ADDRESS from the Vice Chancellor Monash University, Professor Ed Byrne AO ANZMAC CLOSING REMARKS														
1600 - 1630	Afternoon Tea - Crown Promenade Foyer Level 1														

CONCURRENT SESSIONS													
	M2	P2	M4	M13	M8	P3	M1	M9	M3	M10	M6	M11	M12
CH	Areni, Charles	Farrelly, Francis	Luck, Edwina	Mort, Gillian	Garma, Romana	Riehmüller, Sam	Garland, Ron	Andries Du Plessis	David Poole	Neil Barnwell	Alan Coetzer		
TRACK	Brand Management	Consumer Behaviour	CSR	Public Sector and Not for Profit Marketing	Services Marketing	Sustainable and Social Marketing	Tourism, Sports and Arts	HRM	International Management	Management Education and Development	Organisational Behaviour	WORKSHOP G	WORKSHOP H
THEME	Cultural and Foreign Branding	Emotions and Generational Issues	Sustainability Applications, Interpretations and Evaluations	Performance and Giving Behaviour	Sustainability and Social Responsibility	Tourism and Customer Choice	Destination and Service Experience		Knowledge Management and HRM in Multinational Enterprises	Curriculum & Design II	Managing Knowledge Sponsered by John Wiley & Sons Australia		
1630 - 1650	What's in a name? Asymmetry of foreign branding effects in hedonic versus utilitarian product categories <i>Melnyk, Valentyna; Klein, Kristina; Volckner, Franziska</i>	Do older consumers differ from younger consumers in their attitudes, information sources and store choice in the Australian clothing retail market? <i>Trinh, Giang</i>	** Ethical issues that impact on wool apparel purchases <i>Shedden, Joanne; Lee, Julie; Soutar, Geoff</i>	The balanced scorecard as a framework for performance management in the Non-profit sector <i>West, Lindy; Quazi, Ali; Davies, Doug</i>	Sustainable Management and Marketing: A re-evaluation of customer switching behaviour in service industries <i>Newby, Leonie; Ward, Tony</i>	Pro-environmental tourists and their views and understandings of 'green' tourism products <i>Beroun-Seers, Sus; Mair, Judith</i>	Incentives of international and local hotel chains to invest in congestion-reducing activities within a tourist destination region <i>Minamikawa, Kazumitsu; Ohtsuka, Kenichi</i>	Effects of performance appraisal on attitudinal reactions to workgroups: the mediating role of goal interdependence <i>Chen, Tingting; Wu, Pelguun; Leung, Kwok</i>	The role of social capital perceived by subsidiary executives in inter-subsidiary knowledge sharing <i>Yamao, Sachiko</i>	A sustainable model for a university-Industry learning partnership: issues for universities <i>Choy, Sarojit; Delaboue, Brian</i>	Knowledge dynamics in communities of practice <i>Perrott, Bruce</i>	The Institute for Sustainable Leadership (ISL) presents the 2009 ANZAM Symposia series on Leadership and Sustainability. Session 3: "Organisational Culture and Sustainability" <i>Searle, Benny; Griffin, Barbara; Wiggins, Mark; Avery, Gayle; More, Elizabeth (Chair)</i>	Moving beyond awareness: tips and tactics for creating an inclusive intercultural classroom experience <i>Kenworthy, Amy; Hrivnak, George; Mulligan, Louise; Williams, Marian</i>
1650 - 1710	Can uncertainty avoidance explain acceptance and rejection of familiar and unfamiliar brands? A cross-cultural research on American and French attitudes <i>Karakallan, Elanie</i>	Exploring gender's differences on generation Y's purchase intentions of prototypical and mis-too brands <i>Quintal, Vanessa; Phau, Ian; Sims, Daniel</i>	Exploring the issues in sustainable development journal reporting <i>Van Der Meer, Rosemary; Torlina, Liba; Mustard, Jamie</i>	** Comparison of giving behaviour in Western Australia <i>Shanka, Tekle; Oros, Ivana</i>	Corporate reputation and service firms: which elements impact consumer choice? The impact of corporate reputation on learners' choice of university <i>Boiba, Etasmart; Sanders, Ali; Viljoen, Obie</i>	Sustainable tourism marketing: what should be in the mix? <i>Pomeroy, Alan; Johnson, Lester; Noble, Gary</i>	Co-constructing the museum visitors' experience: a case of two literary museums <i>Thyne, Muree; Hyde, Anne; Mang, White, Tabitha</i>	Recruitment and selection in the Eastern Monte Carlo: empirical evidence from Macau SAR <i>Kwok, Oi Mel; Chan, Sow Hup</i>	Developing knowledge of organisational culture in multinational enterprises <i>Boyle, Brendan; Nicholas, Stephen; Mitchell, Rebecca</i>	Undergraduate student aspirations, awareness and knowledge of postgraduate study options: a cross-institutional examination <i>Varbergh, Melinda; Jepsen, Denise</i>	Participating in organizational knowledge sharing: a Saudi Arabian perspective <i>Yeo, Roland; Youssef, Mohamed</i>		
1710 - 1730		The dark side of consumer fanaticism <i>Choi, Emily; Beverland, Michael; Farrelly, Francis; Quester, Pascale</i>	Green marketing communities and blogs: mapping consumer's attitudes for future sustainable marketing <i>Luck, Edwina; Gyanti, Ayu</i>	Huggers, movers and shakers: legitimising communication actions of nascent social ventures <i>Douglas, Mort; Gillian</i>	Customer citizenship behaviours directed at service personnel: what the experts have to say <i>Garma, Romana; Bove, Liliana</i>	Forgoing ownership in exchange: customer choice and service-dominant logic <i>Riehmüller, Sam; Buttriss, Gary</i>	Strategic marketing practices and business performance in a sport context <i>Garland, Ron; Brooksbank, Roger</i>	Assessing motivation in personnel selection: a compound trait approach <i>Fein, Erich</i>	HRM readjustment dynamics of an industrial transplant: the case of Toyota in India <i>Jones, Robert; Mathew, Saig; James, Reynold</i>	Stakeholder perspectives on the potential for student consultancy-based projects (SCoP) between a business school and SMEs <i>Jones, Glyndwr; Davey, Janet</i>			
1730	Close of Sessions												
1815 - 2030	ANZAM/ANZMAC COMBINED COCKTAIL PARTY												
National Gallery of Victoria International, St Kilda Rd													

CROWN CONFERENCE CENTRE MAIN FLOOR PLAN-LEVEL 1



DAY TWO - ANZAM CONFERENCE PROGRAM 2009

1

2009 TRACK CHAIRS

POM	1. Philosophy of Management	Assoc Prof Mark Dibben and Dr Cristina Neesham	M&C	9. Marketing and Communication	Assoc Prof Andrew Parsons
L&G	2. Leadership and Governance	Dr Sen Sendjaya	OB	10. Organisational Behaviour	Prof Mary Barrett
CMS	3. Critical Management Studies	Prof Gabriel Donleavy	PSN	11. Public Sector and Not-for-Profit*	Assoc Prof Ken Coghill
ESB	4. Entrepreneurship, Small Business and Family Enterprise	Prof Udo Staber	RM	12. Research Methods*	Prof Ray Cooksey
GDO	5. Gender and Diversity in Organisations	Prof Glenda Strachan and Dr Erica French	SM	13. Strategic Management	Dr Quamrul Alam
HRM	6. HR Management and Development	Dr John Mollineux	SSM	14. Sustainability and Social Issues in Management*	Assoc Prof Greg Wood
IM	7. International Management*	Assoc Prof Katherine Hutchings	TIM	15. Technology, Innovation and Supply Chain Management*	Dr Nicholas Beaumont
MED	8. Management Education and Development*	Assoc Prof Anne Ross-Smith	OC	16. Organisational Change	Dr Melanie Bryant

* Tracks of interest to both ANZAM and ANZMAC

Presenting author (where known) is underlined.

THURSDAY 3 DECEMBER 2009

0700 - 0845	Incoming ANZAM Executive Breakfast Meeting (concludes 0845)	Crown Promenade - M14
0815 - 0900	Registration – Crown Promenade Foyer Level 1	Crown Promenade Foyer Level 1
0900 - 0920	ANZAM Track Award Presentations: 1-8	Promenade - P1

CONCURRENT SESSIONS

Room	M8	M3	M6	M11	M4	M10	M9	M1	M13	M2	M12
Chair	Sen Sendjaya	Udo Staber	Michelle Brown	Snejina Michailova	Suzanne Ryan	Lisa Bradley	Ross Donohue	Quamrul Alam	Gael McDonald	Lisa Daniel	Melanie Bryant
Theme	02 L&G Leadership: Intangible	04 ESB	06 HRM Research into Unions	07 IM HRM, ER and Teams in Global Organisations	08 MED Curriculum & Design III	10 OB Managing Knowledge <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	13 SM	14 SSM	15 TIM Innovation I	16 OC Theories of Change
0920	Benevolent leadership, Leader-Member Exchange (LMX), followers' performance: an extension of leadership theory in a nonprofit organization <u>Chan, Simon</u> ; Mak, Wai-Ming	SMEs and environmental practices: barriers and drivers Cassells, Sue; Lewis, Kate	Employee well-being and union membership <u>Macky, Keith</u> ; Boxall, Peter	Employment relations in global production networks- initiating transfer of practices via union involvement? <u>Fichter, Michael</u> ; Helfen, Markus; <u>Sydow, Joerg</u>	A role for casuistry in business ethics education? <u>Murphy, Steven</u> ; Weber, Wesley	The influence of organisational culture types on tacit knowledge sharing behaviour: a conceptual framework <u>N. Suppiah</u> , <u>Viswalingam</u> , Sandhu, Manjit Singh	Balancing sustainability and effectiveness in emergency response: an Initial exploration using content analysis <u>Rooney, Jim</u> ; <u>Hughes, Kate</u>	Is corporate social responsibility linked with firm performance? An alternative test <u>Galbreath, Jeremy</u> ; <u>Shum, Paul</u>	Are ethical companies' shares less likely to be bought and sold in difficult economic times? <u>Metcalf, Louise</u> ; Benn, Sue	Propensity to innovate: driving innovation in a professional services firm <u>Klass, Desmond</u> ; <u>Smolan, Roy</u> ; Wood, Margot	The attributed emotional intelligence of change leaders: a qualitative study <u>Smolan, Roy</u> ; Parry, Ken
0940	Personality influences on the self-leadership practices of vocational college academics <u>Marshall, Glenn</u> ; <u>Kiffin-Peterson, Sandra</u> ; Soutar, Geoff	Contributions of home-based businesses to regional economic development <u>Wang, Calvin</u> ; Walker, Beth; Redmond, Janice; Breen, John	Union revitalization with Chinese characteristics? Empirical evidence from professional organiser / leader program Fan, Youqing	Moderating influences of team member heterogeneity on patterns of participation and voice: a comparison across Individualist and collectivist cultures <u>Bennett, Hadyin</u> ; <u>Wright, Norman</u>	Developing critical analysis skills – a challenge for all students Kemp, Sharon	The relationship between team coaching and team member learning: a multi-level analysis <u>Pirola-Marlo, Andrew</u> ; Liu, Chin-Yun	Managing the complexities of contemporary policing: towards a policy framework based on public value pragmatism Newton, Rebecca; Hughes, Owen	The innovative behaviour of employees within a small to medium sized enterprise: a social capital perspective <u>Xeri, Matthew</u> ; Brunetto, Yvonne; Shacklock, Kate	Sustainable procurement in the Malaysian public and private sectors <u>McMurray, Adela</u> ; Islam, Mazharul; <u>Siwar, Chamhuri</u> ; Flen, John	Innovation and learning for sustainable competitive advantage: preliminary findings <u>Matthews, Judy</u> ; Becker, Karen	Applying Lewin's change model in the development of a learning organization <u>Wang, Yu-Lin</u> ; Ellinger, Andrea

Thursday 3 December 2009

2

CONCURRENT SESSIONS

[illegible]

CONCURRENT SESSIONS												
Room	M5	M8	M3	P2	P3	M4	M7	M1	M10	M2	M9	M6
Chair	Bernard McKenna	Sen Sendjaya	Udo Staber	Keith Macky	Patrick Dawson	Melissa Parris	Jan Schapper	Quamrul Alam	Wendy Stubbs	Bruce Gurd	Karrin Garrety	
Theme	01 POM Wisdom Workshop	02 L&G Leaders and Led	04 ESB	06 HRM Work Life Balance	10 OB	10 OB Personality at Work / Co-workers <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	13 SM	14 SSM	15 TIM Innovation III	16 OC Theory and Practice	Pearson Master Class
1330	Wisdom, management and moral duties: a Greco-Roman perspective Small, Michael	Face values on trust in loyalty and empowerment: a study of managers in China's public sector Wang, Karen; Fang, Yongqing	Factors influencing HRM of family firms in China: an empirical study Kim, Youngok; Gao, Fei Yi	Flexible work arrangements in higher education: a tale of two groups Paul, Megan; Omari, Maryam; Sharafizad, Fleur	Organizational and group antecedents of work group innovativeness in the service sector Nsunduluka, Evaristo; Shee, Himanshu	Job embeddedness and turnover: an empirical test with dispositional antecedents Gong, Yuanquan; Chow, Irene; Li, Weiwen	Customer orientation in an Australian public service agency and its effect on public service motives: developing a research study Wood, Christa	The internationalization of emerging market firms: a focus on inward-outward linkages and business group experience Ma, Xufei; Lu, Jane; Yiu, Daphne	Are SME printers accidental environmentalists? Lawrence, Phillip; Davis, Douglas; Benn, Sue	Identifying innovators in the workplace Chapman, Geoffrey; Dadich, Ann; Sloan, Terry	Exploring the application of positioning theory to the analysis of organisational change Zelle, Gregor	The use of simulations in management education Ruth, Damian
1350	Special and wise: the paradoxical nature of the representation of women in management Boyle, Maree; Roan, Amanda	Thematic analyses of employee perceptions of leadership: further support for the construct of effective leadership within local councils of Australia Muchiri, Michael; Cooksey, Ray	Conflict in family firms: moderating role of continuance commitment Sardeshmukh, Shruti	The work-life balance psychological contract: making sense of organisational signals Grigg, Kerry; Mayson, Susan; Bardoi, Anne	Human resource management in project-based organization: towards an orthogonal approach Bourgeon, Laurent	Correlation between personality traits and organisational commitment Tan, EeYon; Jay, Leighton; Taylor, Ruth	Nonprofit executive succession: a preliminary model Santora, Joseph; Sarros, James; Seaton, William	Infra-firm competition as a strategic option to enhance innovation performance Law, Kuok Kei; Bian, Lin	The relationship between environmental performance and environmental disclosure: empirical evidence from Australia Sulantoputra, Aries; Lindorff, Margaret; Prior, Jonson, Elizabeth	Turning an innovation intention into a reality: the role of champions and external agencies Unsworth, Kerrie; Mazzarol, Tim; Reboud, Sophie	Through the practice looking glass: re-viewing workers as practitioners Price, Oriana; Johnsson, Mary	
1410	A review of practical confucian wisdom and learning organizations Zhu, Yunxia	Transformational leadership and innovation: a moderated mediation model Tse, Herman; Chiu, Warren	Perceptions of success and achievement by females and males in small business Hede, Andrew; Sharma, Bishnu; Haddon, Barbara	Using the theory of planned behaviour to explain work-life balance program utilization Ting, Donald; Wood, Elliot; Sevastos, Peter	Interdisciplinary research: a review of contextual and process factors Sledzik, Frank; Hibbert, Paul	Personality differences in emotional labour strategy groups Kittling, Peter; Petersen, Sandra; Jordan, Catherine; Soukar, Geoff	Uniquely political: rebuilding resources in opposition Coghill, Ken; Holland, Peter; Donohue, Ross; Lewis, Colleen	A further revision of Stopford and Wells Model for MNC Matrices Qiu, Jane; Donaldson, Lex	Encouraging SMEs to participate in the management of common pool resources Carr, Rodney; Graham, Mary; Mason, Cecily; Parker, Craig	Performance improvement in small new product development firms with effective tool adoption and use de Waal, Gerrit; Knott, Paul	Organisational change: dynamics of culture, learning and resistance to change Jay, Leighton; Dayaram, Kandy	
1430	Collective intelligence, communal mind, and the ecology of wisdom Hays, Jay	Gratitude makes the organization go around: followers response to servant leadership Pekerti, Andre; Sendjaya, Sen; Ayoko, Oluremi	Innovativeness perspective on entrepreneurship orientation: developing a conceptual model Dembek, Krzysztof; Sarros, James; Dibben, Mark	What a difference a year makes: older workers and the global financial crisis Mountford, Helene	Mixed method research to inform regulatory reform: the case of rail environmental regulation von der Heide, Tanja; Charles, Michael	Re-considering type A personality as a risk factor for Angina: interactions with perceived effort-reward imbalance at work Allisev, Amanda; Rodwell, John; Noblet, Andrew	Ethical dilemmas in the governance of nonprofit humanitarian organisations Armsstrong, Anona; Francis, Ronald	Adaptation of export marketing strategy in Zimbabwean export firms Sibanda, Khutula; Erwee, Ronel; Ng, Eric	How do Australian small and medium enterprises communicate their corporate social responsibility activities online? Parker, Craig; Fraunholz, Bardo; Zulshi, Ambika	Trends in product innovation: how manufacturing and services blend Killen, Catherine	Tracking organizational change towards corporate sustainability Kirsch, Christina; Parry, Warren; Spittle, Jonathan; Peake, Cameron	

WORKSHOPS

Room	M5	M8	M3	P2	P3	M4	M7	M1	M10	M2	M9	M6
Theme	01 POM Wisdom Workshop	02 L&G Leaders and Led	04 ESB	06 HRM Work Life Balance	10 OB	10 OB Personality at Work / Co-workers <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	13 SM	14 SM	15 TIM Innovation III	16 OC Theory and Practice	Pearson Master Class
1450 - 1510	Why we need wisdom in knowledge intensive organisations: when theory goes bad Rooney, David	A silent cry for leadership: organizing for leading (in) clusters Sydow, Joerg; Lerch, Frank; Huxham, Chris; Hibbert, Paul	Motivations and value creation: a comparison of commercial and social entrepreneurs Ruskin, Jennifer; Seymour, Richard; Webster, Cynthia	What about me? Avoiding fatigue and gaining personal time in the work to leisure transition in work-life balance initiatives Brown, Kerry; Ling, Sharline; Bradley, Lisa; Lingard, Helen; Townsend, Keith	Fit to multiple contingencies in organizational design: contingency imperative versus equifinality Luo, Ben Nanfeng	Prejudice and the experience of aggression: the role of gender, emotion, and climate in a male-dominated workplace Alberto, R. Meloza; Ayoko, Oluremi; Ashkanasy, Neal	Hippocratic oaths and hypocritical practices: NPM and the public health system Sheridan, Alison; O'Sullivan, Jane	Zimbabwean exporters: differences between high and low performers Sibanda, Khutula; Erwee, Ronel; Ng, Eric	Exploring the social domain of a corporate social responsibility (CSR) model for India and Pakistan Sayed, Ali; Stubbs, Wendy	Innovation in networked organisations: a social perspective Johnson, Claire; Daniel, Lisa	DISCUSSION	The use of simulations in management education Ruth, Damian

WORKSHOPS

WORKSHOP L						WORKSHOP M			WORKSHOP N		
M11						M12			M13		
1330 - 1510	Sport as Business Symposium - Industry Perspectives Session Chair: Max Coulthard Industry speakers and panel members: Mark McAllion CEO Vic Sport ; Anne-Marie Harrison, CEO, Victorian Institute of Sport ; Kate Palmer, CEO Netball Australia ; Danny Corcoran, CEO, Athletics Australia ; Dr Peter Hertan, Executive Director, Sport & Recreation Victoria (tbc) ; Kate Roffey, Tennis Australia ; Danielle Bleazby, Events Manager, Australian Football League ; Martin Doulton, Director, Monash Sport ; Geoff Lord, MD, Belgravia Group and CEO Melbourne Victory (tbc) ; Mike McKenna, GM Marketing Services, Cricket Australia (tbc)					Unpacking the black box: Investigating the relationships among OB and HR practices to develop and retain employees Gudmundsson, Amanda; Irmer, Bernd; Bradley, Lisa; Seibert, Scott; Bish, Adelle; Kralmer, Maria; Sung Oh, Hyun; Sargent, Lela; Allen, Belinda; Kabanoff, Boris			How do I design a robust qualitative study? A practical guide to research design Fitzgerald, Janna; Dadlich, Ann		
1510 - 1540	Afternoon Tea – Crown Promenade Foyer Level 1 and Tilde University Press BOOK LAUNCH - Julia Connell & Stephen Teo (Editors), <i>Strategic HRM: Contemporary Issues in the Asia Pacific Region</i>										
CONCURRENT SESSIONS											
Room	M5	M8	M3	M7	P3	M6	M4	M1	M10	M2	M9
Chair	Bernard McKenna	Loretta Ingills	Udo Slaber	Eric French	Megan Paull	Darl Kolb	Peter Jordan	Greg Fisher	Greg Wood	Paul Couchman	Tul McKeown
Theme	01 POM Wisdom Workshop	02 L&G Leadership and Structures	04 ESB	05 GDO	06 HRM Employment – Retention and Other Issues	10 OB	10 OB Co-workers / Stress and Emotion <i>Sponsored by John Wiley & Sons</i>	13 SM	14 SSM	15 TIM Innovation IV and Supply Chains	16 OC Technology and Change
1540	Management education and wisdom: what they can do for promoting sustainable development? Bilosavo, Roberto	Utilizing internal corporate governance mechanisms to safeguard investment in China <u>Hu, Helen</u> ; Verhezen, Peter; Tan, Monica	Understanding the do-it-yourself investor: a new type of entrepreneur Perrone, Lisa; Vickers, Margaret; Jackson, Debra	Do they speak SNAG? Comparing male students' perceptions of workplace communication dilemmas with those of female students and female managers Barrett, Mary	An empirical analysis of international staff retention employed by health boards in New Zealand <u>Nel, Pieter</u> ; du Plessis, AJ; Rodrigues, W	Browsing and emailing: impact of cyberloafing on work attitudes Lim, Vivien; <u>Chen, Don</u>	Unpacking the coworker influence: a moderated mediation model of coworker exchange quality and coworker organizational citizenship behaviour <u>Chen, Zhilun</u> ; Takeuchi, Riki	Dynamic capabilities and the strategy formation process Arndt, Felix; Slaber, Udo	Advancing CSR performance: evidence from Australian Informal work <u>Burchielli, Rosaria</u> ; Delaney, Annie	Technological innovation to product innovation: a project management approach Ahn, Mark; <u>Zwikael, Ofer</u> ; Bednarek, Rebecca	Why is it so hard to set up systems for sharing electronic health records? A framework for investigating complex sociotechnical change <u>Garrelly, Karin</u> ; Dalley, Andrew
1600	Going with the flow: teaching as being, not technique Hays, Martin J	Boardroom Identities: can independence be 'Cued' in directors? <u>Nicholson, Gavin</u> ; Tunnicliffe, Deborah	Framework of entrepreneurial orientation and networking: a study of SMEs performance in a developing country Kusumawardhani, Amle; McCarthy, Grace; Perera, Nelson	The effect of race similarity on job applicant attraction and pursuit intentions <u>Ng, Yin Lu</u> ; Bordia, Prashant; Kulik, Carol	Multi-skilling in the hotel industry in Taiwan <u>Chen, Li-Cheng</u> ; Wallace, Michelle	Online social networking and the creation of new organizational issues Bassi, Mia; Plester, Barbara	Mentoring and employee job-reduced stress: an examination of the cultural context on mentoring effects in China <u>Qian, Jing</u> ; Hays, Jay; Chen, George; Lin, Xiaosong	Use of virtual communities-of-practice for intra-firm knowledge transfer: barriers to dynamic capability formation <u>Gupta, Ajay</u> ; Soo, Christine; Cordery, John	Attitudes of social responsibility: cross-national longitudinal comparisons between managers and non-managers Oliver, Amalya;Factor, Roni; <u>Montgomery, Kathleen</u>	Supplier development - capability development and funding: cases from Malaysian automotive industry <u>Abdul Kadir, Kadzrina</u> ; Tam, On; Ali, Hassan	Enhancing eServices in Australian Local Government: The role of strategic leaders and employee commitment to change <u>Hossain, Chowdhury</u> ; Joiner, Terri; Brown, David
1620	Asking the right questions for a wisdom culture McKenna, Bernard	Role ambiguity and nonprofit volunteer board member performance <u>Doherty, Alison</u> ; Hoyer, Russell	Identifying and measuring motivational factors in conducting network marketing business by Chinese Immigrants <u>Dai, Fu</u> ; Teo, Stephen; Wang, Karen	Behind the scenes: the hidden power of women in family businesses <u>Houqaz, Laura</u> ; Betta, Michela	The retention of software development employees in the IT industry in Taiwan <u>Tseng, Chin-Yao</u> ; Wallace, Michelle	The entrepreneur and the bully McKay, Ruth	Does HR matter to workers' emotional exhaustion?—an organisational support perspective Yu, Chongxin	Knowledge management capability as a source of competitive advantage: an empirical study of Vietnamese enterprises <u>Nguven, Thi</u> ; Neck, Philip	Towards a model of corporate social responsibility (CSR) in the ready made garments (RMG) industry in Bangladesh Haque, Ziaul; Azmat, Fara; Presenter Le, Huang	The effect of supply chain information integration on logistics integration and firm performance <u>Praeger, Daniel</u> ; Olhager, Jan	A decision support tool for managing organisation change <u>Walters, Robyn</u> ; McGrath, Michael
1640	DISCUSSION	Governance and management interaction in a child care setting Byrne, Suzanne	Microcredit and poverty alleviation: advancing understanding of institutions and complementary activity <u>Middleton, James</u> ; Seymour, Richard	Multiculturalism at work: cultural convergence between Māori and Chinese in New Zealand and the relevance of collectivism, long term orientation and perceptions of time Houkamau, Carla	Building a model of community integration and quality of life to address retention problems of GPs (General Practitioners) in rural and remote Australia Verma, Prikshat	Bullying in New Zealand's higher education sector: the impact on job satisfaction and performance <u>Thirlwall, Alison</u> ; Haar, Jarrod; Zorn, Ted	Exploring the impact of context-specific job stressors on employee work outcomes <u>Teo, Stephen</u> ; Newton, Cameron; Soewanto, Karina	Responding to sustainability: a model exploring the impacts of boards of directors and organisational strategic flexibility <u>Nicholson, Gavin</u>	Corporate social accounting as stakeholder risk management <u>Greenwood, Michelle</u> ; Van Buren III, Harry	The interaction of internal and external integration and its impact on performance <u>Yang, Hongliao</u> ; Sun, Linyan; Sohal, Amrik; Li, Gang; Zhao, Li	The business logic and the enterprise systems ventures – the enterprise system as a political tool Westelius, Alf
1700 - 1720	DISCUSSION	Rural enterprise development through microloans: lessons from Malaysia <u>Chan, Sow Hup</u> ; Abdul Ghanl, Mazanah	Is that acting or are you just being a nurse: an ethnographic interpretation of nurse managers performing emotional labour <u>Pearl, Frances</u> ; Roan, Amanda	Does 'fit' matter in nonprofits? Exploring value congruence, role stressors and employee health <u>Newton, Cameron</u> ; Frahm, Jennifer	The adoption of strategic marketing: a comparison of New Zealand and Chinese manufacturers Brooksbank, Roger; Taylor, David; <u>Garland, Ron</u>	Relationships between safety climate perceptions, personality and employee stress and burnout: modelling the relationships in a healthcare setting Brunling, Nealia; <u>Wilkinson, Nicole</u> ; Irvine-Day, Shelley	Competitive and flexible company structures using vertical integration and cooperation: empirical studies of the commercial printing industry Mejtoft, Thomas	Reframing occupational health and safety management: a social innovation approach Dawson, Patrick; Zanko, Michael	FDI and Intra-Industrial technology spillovers: empirical study on China's manufacturing Industries <u>Zhao, Zengyao</u> ; Xu, Tao	DISCUSSION	
WORKSHOP O						WORKSHOP P			WORKSHOP Q		
Room	M11					M12			M13		
1540 - 1720	Exploring sustainable firm level productivity in the New Zealand food and beverage sector Renton, Michelle; Campbell, Charles; Daellenbach, Urs; Davenport, Sally; Motion, Judy; Leitch, Shirley; Love, Malene; Bryson, Jane; Haar, Jarrod					Human resource management practices of multinational corporations in Australia Burgess, John; McDonnell, Anthony; Stanton, Pauline; Boyle, Brendan; Dowling, Peter			Management of Innovation research after Cutler: setting the agenda McLoughlin, Ian; Charles, David; Chapman, Ross; Dodgson, Mark; Cutler, Terry; Green, Roy		
1720	Close of sessions										
1845 - 1915	Pre-Dinner Drinks and ANZAM Awards Presentations						Promenade – P1				
1915 - late	Conference Dinner						Crown Casino Palladium Ballroom				

WORKSHOPS

8

WORKSHOPS

DAY THREE - ANZAM PROVISIONAL PROGRAM 2009

1

2009 TRACK CHAIRS

POM	1. Philosophy of Management	Assoc Prof Mark Dibben and Dr Cristina Neesham	M&C	9. Marketing and Communication	Assoc Prof Andrew Parsons
L&G	2. Leadership and Governance	Dr Sen Sendjaya	OB	10. Organisational Behaviour	Prof Mary Barrett
CMS	3. Critical Management Studies	Prof Gabriel Donleavy	PSN	11. Public Sector and Not-for-Profit*	Assoc Prof Ken Coghill
ESB	4. Entrepreneurship, Small Business and Family Enterprise	Prof Udo Staber	RM	12. Research Methods*	Prof Ray Cooksey
GDO	5. Gender and Diversity In Organisations	Prof Glenda Strachan and Dr Erica French	SM	13. Strategic Management	Dr Quamrul Alam
HRM	6. HR Management and Development	Dr John Molineux	SSM	14. Sustainability and Social Issues in Management*	Assoc Prof Greg Wood
IM	7. International Management*	Assoc Prof Katherine Hutchings	TIM	15. Technology, Innovation and Supply Chain Management*	Dr Nicholas Beaumont
MED	8. Management Education and Development*	Assoc Prof Anne Ross-Smith	OC	16. Organisational Change	Dr Melanie Bryant

* Tracks of interest to both ANZAM and ANZMAC

Presenting author (where known) is underlined.

FRIDAY 4 DECEMBER 2009

0830 - 0900	Registration - Crown Promenade Foyer Level 1	Crown Promenade Foyer Level 1
0900 - 0920	ANZAM Track Award Presentations: 9-16	Promenade - P1
0920 - 1000	KEYNOTE PLENARY: Professor Dexter Dunphy (Distinguished Professor, University of Technology Sydney) <i>Rethinking the Business of Sustainability and the Sustainability of Business</i>	
1000 - 1030	Morning Tea - Crown Promenade Foyer Level 1	

CONCURRENT SESSIONS

Room	M9	M2	M1	M3	M8	M4	M6	
Chair	Mark Dibben		Mary Barrett	Cristina Neesham		Michelle Greenwood	Daniel Prajago	
Theme	01 POM	06 HRM The HR Profession	10 OB Managing Conflict / Teams <i>Sponsored by John Wiley & Sons Australia</i>	11 PSN	12 RM Research Methods I	14 SSM	15 TIM Project Management and Risk	
1030	Deadly vision - economic and socially speaking: what future can we build? Fernandes, Manuel	Human resource management in TAFE institutes in Australia Smith, Andrew	Exploring trust building processes in the face of conflict <u>No, Ju Li</u> ; Ayoko, Oluremi	The creation, development and integration of client charters in the Malaysian public sector: a progress report <u>Abdullah, Hazman</u> ; Mustapha, Raja	Should partial least squares be used for analysing psychological constructs? Rouse, Anne	Environmental Surroundings and Personal Well-Being in Urban China <u>Nielsen, Ingrid</u> ; Smyth, Russell	The role of projects in organisations - an executive leadership approach Zwikael, Ofer; <u>Smyrk, John</u>	
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Contemplating organisational life from the margins: understanding the work-life experiences of employees who have panic attacks	Wilkes, Lesley; Perrone, Jasmin; Vickers, Margaret		GDO
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Involuntary executive turnover, institutional development, and environmental dynamism	Gong, Yuan; He, Ai; Li, Weiwen		MED*
Can managerial skills be learned and taught with business simulation game?	Park, Seong Hoon; Gong, Hye-yeon		MED*
The effects of the psychological contract in high performance team environments: a new model and propositions	Salicru, Sebastian		MED*
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Do they care if they are sacked: attitudes of generation Y towards psychological contract breach	Greenwood, Michelle; Vas, Andrew		OB
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The usefulness of appreciative inquiry as a method to identify mass sports program success	VanGramberg, Bernadine; Foley, Patrick; Shariff, Zainah		RM*
Yield management - applicability to the educational service sector	Scerif, Molra; Agarwal, Renu		SM
Combining soft systems thinking approaches to analyse sustainable tourism issues in Queenstown, New Zealand	Cavana, Bob; Garnham, Bob; Copland, Pauline		SSM
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